

# Handbook of the Streets

## Saint Paul

2016–2017  
13th Edition

**A Resource Guide for  
Poor and Homeless People**

### Quick Reference:

Food .....	Page 6, 9
Shelter.....	11
Public Assistance .....	23
Health Care .....	31
Education.....	45
Employment.....	46
Veterans.....	52
Legal Services.....	57

*prepared by*

**ending homelessness**

st. stephen's HUMAN SERVICES

# Hotlines/Emergency Phones

## Cornerstone

**24-Hour Crisis Phone:** 952-884-0330 or toll-free 1-866-223-1111

**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.

## Coordinated Access to Housing and Shelter (see also p. 12)

**Phone:** 651-215-2262 (families)

**Provides:** Housing & support services for Ramsey Co. families who are homeless or at risk of becoming homeless.

## Council on Crime & Justice Victims Services (see also p. 55)

**Phone:** 612-340-5400

## HSI Crisis Connection 24-hour crisis counseling (see also p. 40)

**Phone:** 612-379-6363

## Metro Shelter Hotline (see also p. 11)

**Phone:** 1-888-234-1329

## Minnesota Food Helpline (see also p. 8)

**Phone:** 1-888-711-1151 (Multilingual assistance is also available)

**Provides:** Statewide food resource information & referral helpline. Assists in locating food resources (food shelf and/or hot meal).

## Portico Healthnet / 480-CARE Referral Line (see also p. 32)

**Phone:** 651-489-2273; toll free 866-489-4899

**Provides:** Free referral to affordable medical, dental, mental health care or assistance with finding insurance.

## Ramsey County Crisis Outreach (see also p. 41)

**Phone:** 651-266-7900

**Provides:** 24/7 assessment, referral and mobile outreach for adults in Ramsey County experiencing a mental health crisis.

## Safe Zone (see also p. 11)

**Phone:** 651-224-9644

**Provides:** Housing & support services for Ramsey Co. youth who are homeless or at risk of becoming homeless.

## Suicide Prevention

**Phone:** 612-873-2222

## United Way 2-1-1

**Phone:** 211 or 651-291-0211 (cell phone users must dial whole number)

Referrals to social services and other community resources

## Women's Advocates (see also p. 55)

**Phone:** 651-227-8284

Battered women's shelter hotline

# Table of Contents

<b>Acknowledgments</b> .....	<b>4</b>
<b>Section 1. The Essentials</b> .....	<b>5</b>
A. Clothes Closets.....	5
B. Food Shelves .....	6
C. Free Meals .....	9
D. Showers.....	10
E. Drop-in Centers.....	10
F. Overnight Shelter .....	11
G. Transitional Housing.....	14
H. Housing Assistance .....	18
I. Furniture .....	20
J. Advocacy & Case Management.....	21
<b>Section 2. Public Assistance</b> .....	<b>23</b>
A. Types of Assistance .....	23
B. Minnesota Family Investment Program (MFIP).....	25
C. Emergency Assistance (EA).....	25
D. Energy Assistance.....	26
E. Supplemental Nutrition Assistance Program .....	26
F. General Assistance - GA.....	27
G. Medical Assistance - MA.....	28
H. Minnesota Supplemental Aid- MSA.....	28
I. Social Security.....	29
<b>Section 3. Health Care</b> .....	<b>31</b>
A. Community Clinics.....	31
<b>Map of Downtown St. Paul</b> .....	<b>34</b>
B. Health Care for the Homeless .....	36
C. HIV / STD / Pregnancy Testing .....	37
D. Dental Care.....	38
E. Mental Health Services.....	39
F. Veterans .....	42
G. Youth.....	42
H. Alcohol/Chemical Dependency Counseling & Treatment..	43
<b>Section 4. Education &amp; Employment</b> .....	<b>45</b>
A. Educational Programs.....	45
B. Job Training & Placement.....	46
C. Day and Temporary Labor .....	48
<b>Section 5. Special Help &amp; Advocacy</b> .....	<b>49</b>
A. Youth Programs.....	49
B. Services for Immigrants.....	49
C. Help for Veterans .....	52
D. Victims of Abuse and Crime.....	54
E. Legal Assistance.....	57
F. Police Misconduct.....	59
G. Programs for Ex-Offenders .....	59
<b>Index</b> .....	<b>61</b>

# Acknowledgments

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Juin Charnell of Ramsey County Human Services provided great help with updating the information in the public assistance section. We're also grateful to volunteers Pat Helin and Johnny Imgrund for making many phone calls to update agency information throughout the book.

Special thanks to Terry Hildebrandt from the Salvation Army district headquarters who once again has helped update their many listings in the handbook.

If you find errors or omissions in this book, or have any other suggestions for future editions, please call me at 612-870-2283, FAX to 612-874-0313, or e-mail me at [mmenner@ststephensmpls.org](mailto:mmenner@ststephensmpls.org) so that we may continue improving the handbooks.

*Mike Menner  
St. Stephen's Human Services  
April 2016*

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ending homelessness

st. stephen's HUMAN SERVICES

# Section I. The Essentials

## A. Clothes Closets

### Alley Shoppe

1115 Greenbrier Street (Arlington Hills Lutheran Church)

**Phone:** 651-771-5501

**Hours:** Tuesdays 9:30 am–1 pm. Closed June–August and holidays.

**Remarks:** Free clothing, bedding and small household goods, toy giveaway in December. Eligibility determined by clergy, schools, social workers, financial workers, Dorothy Day Center, Eastside Family Center or Salvation Army.

### Dayton Ave. Presbyterian Church

217 Mackubin St.

**Phone:** 651-227-7389

**Hours:** 1st and 3rd Saturday of the month 9–11:45 am; closed June–August.

**Provides:** Free clothing, open to all.

### Department of Indian Work

1671 Summit Avenue

**Phone:** 651-789-3856

**Hours:** Tuesday–Thursday 10 am–2 pm; Friday 12–4 pm.

### God's Closet

820 White Bear Ave.

**Phone:** 651-771-4627

**Hours:** Monday, Wednesday and Friday 10 am–2 pm and the first Saturday of the month, 10 am–12 pm.

**Remarks:** Free adult and children's clothing for residents of the East Side of St. Paul; photo ID or verification of current address required.

### Hallie Q. Brown/MLK Center

270 North Kent

**Phone:** 651-224-4601

**Hours:** Monday, Wednesday and Friday 10:30 am–3:30 pm.

**Remarks:** Free clothing; open to anyone.

### Joseph's Coat

1107 West 7th Street

**Phone:** 651-291-2472

**Hours:** Monday and Wednesday 9 am–12 pm and 1–4:30 pm. Closed the first full week of each month. Hours are limited during November, December and January.

**Remarks:** Clothing, small household items, and personal hygiene items. Can come once a week; photo ID required.

### Union Gospel Mission

435 University Ave E

**Phone:** 651-292-1721

**Hours:** Monday through Sunday 2:30-7 pm.

**Remarks:** Free clothing and personal hygiene items for overnight residents of UGM only. Clients can come up to once a day after doing an initial intake.

*The following provide clothing and furniture at low cost:*

### Goodwill

1239 University Avenue West

**Phone:** 651-646-0377

**Hours:** Monday–Friday 9 am-9 pm; Saturday 9 am-6 pm; Sunday 11 am-6 pm.

**Website:** [www.goodwilleasterseals.org](http://www.goodwilleasterseals.org)

**Remarks:** Check the website or call for other locations. There are more than 25 Goodwill stores across the metro area.

### St. Vincent dePaul Society

461 West 7th Street

**Phone:** 651-227-1332

**Hours:** Monday–Friday 9:30 am-5 pm; Saturday 9:30 am–3 pm.

**Remarks:** Low-cost items (not free).

### Salvation Army Store

572 University Ave W.

**Phone:** 651-789-0099

**Hours:** Monday–Saturday 9 am–8 pm.

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## **B. Food Shelves**

Most food shelves require photo ID and proof of residence (electric bill, gas bill, medical card, etc.). They will serve a person only once a month. If you are unsure which food shelf serves your area, call United Way at 211 or 651-291-0211 on a cell phone.

### Department of Indian Work

1671 Summit Avenue

**Phone:** 651-789-3856

**Hours:** Tuesday–Thursday 10 am-2 pm; Friday 12-4 pm.

**Remarks:** Open to Native Americans.

### Hallie Q. Brown/MLK Center

270 North Kent

**Phone:** 651-224-4601

**Hours:** Monday, Tuesday, Thursday and Friday 9 am–4 pm; Wednesday 9 am–6 pm; by appointment only.

**Remarks:** Eligible to use once a month for those in service area. Photo ID and proof of current address is required.

**Service Area:** Victoria (E) to Hamline (W); Pierce Butler (N) to Grand (S).

Keystone Community Services-Midway

1916 University Ave.

**Phone:** 651-917-3792

**Hours:** Walk-in only; Mon-Fri 10–11:30 am; 1–3:30 pm.

**Remarks:** Each adult over 18 must have a photo ID plus one piece of current official mail. Each child must also have some form of official ID (social security card, birth certificate, medical card, school ID).

Keystone Community Services-Rice Street

1459 Rice Street

**Phone:** 651-487-2792, ext. 100

**Hours:** Walk-in only, Monday-Friday 10–11:30 am; 1–3:30 pm.

**Service Area:** Larpenteur (N) to Pierce Butler to Como to Rice (S); Hamline (W) to Rice–Sycamore–Sylvan (E).

**Remarks:** Each adult over 18 must have a photo ID plus one piece of current official mail. Each child must also have some form of official ID (social security card, birth certificate, medical card). Must live in service area.

Keystone Community Services—Roseville

2833 N. Hamline Ave

**Phone:** 651-756-7018

**Hours:** Walk-in only, Monday-Friday 10-11:30 am; 1-3:30 pm; Tuesdays 5:30-7:30 pm.

**Remarks:** Head of household and each adult over 18 must have a photo ID plus one piece of official mail within 60 days. Each child must also have some form of official ID (social security card, birth certificate, medical card). Clients are available for assistance once per calendar month.

Merrick Community Services

1740 Van Dyke Street

**Phone:** 651-287-2088

**Hours:** To ensure fairness and to prevent the need to arrive early, participants will enter their name in a drawing for numbers 1-60. Families may then access distribution in order of draw.

**Distribution times** are: Monday at 2:30 pm; Wednesday and Thursday at 9:30 am.

**Remarks:** Can use only one time per calendar month; adults must bring valid photo ID and piece of current or previous month's mail; need social security card, birth certificate or medical card for kids.

**Service Area:** Maplewood residents and St. Paul residents who live in Merrick's service area. Call for information.

### Minnesota Food Helpline

**Phone:** 1-888-711-1151 (*Multilingual assistance is also available*)

**Hours:** Monday–Friday 8:30 am–4:30 pm.

**Provides:** Statewide food resource information and referral helpline. Callers can be screened for SNAP eligibility and assisted with completing the application. Assists callers in locating food resources in their own community whether it be a food shelf and/or hot meal site. Also makes referrals for other public food programs like WIC (Women, Infants and Children), MAC (Mothers and Children) and NAPS (Nutrition Assistance Program for Seniors).

### Neighborhood House

179 Robie St. East

**Phone:** 651-789-2500

**Hours:** Walk-in only. Monday–Friday 9–11:30 am, 1–3:30 pm. Open until 7:30 pm on the third Wednesday of the month.

**Remarks:** Must meet one of the following criteria to use the food shelf: (1) be a refugee or immigrant who has been here for 5 years or less; (2) be involved in one of the Neighborhood House programs; or (3) live in ZIPs 55107 or Ramsey County side of 55118.

### Ralph Reeder Center

2101 NW 14th Street, New Brighton (Pike Lake Education)

**Phone:** 651-621-7451

**Hours:** Appointment only. Call Monday–Friday 9 am–noon to set an appointment. Appointments are available Monday through Friday, both days and evenings.

**Service Area:** Arden Hills, Mounds View, New Brighton, Shoreview, northern Roseville, and the Ramsey County portion of St. Anthony.

**Remarks:** Clients may use food shelf once every thirty days.

Request that adults bring a photo ID and a current piece of mail for themselves and some form of ID (social security or med card, birth cert) for children.

### Salvation Army-East Side

1019 Payne Avenue

**Phone:** 651-776-2653

**Hours:** Walk-in, first come-first served. Monday 9 am-12 & 1 pm-4 pm; Tuesday-Thursday 8 am-12 & 1-4 pm; Friday 8 am-12 pm.

**Service Area:** Larpenteur (N) to Burlington Northern RR tracks and Grove (S); 35E (E) to English and Johnson Pkwy. (W)

**Remarks:** Culturally specific food available. Can use once a month.

### Salvation Army-St. Paul Citadel

401 West 7th Street

**Phone:** 651-224-6946

**Hours:** By appt only. Monday-Thursday 8 am-noon and Monday-Friday 1-4 pm.

**Service Area:** St. Paul Citadel serves the West 7th neighborhood of St. Paul. Culturally specific food available.

**Remarks:** Call for an appointment. Can be used only once a month.



### Salvation Army-Lakewood

2080 Woodlynn Ave., Maplewood

**Phone:** 651-770-4974 (main); **Foodshelf phone:** 651-770-0282

**Hours:** By appt only. Monday and Thursday 10 am-2pm.

**Service Area:** Lakewood site serves Maplewood only. Culturally specific food available.

**Remarks:** Call for an appointment. Can be used only once a month.

### Salvation Army Free Produce Distributions

Numbers will be drawn at random to determine when participants may go shopping (not first come, first serve). Items include fresh produce and other perishable items such as meat & dairy.

#### Salvation Army-East Side, 1019 Payne Avenue

Tuesdays at 11 am (arrive no earlier than 10 to get a number)

Fridays at 2 pm (arrive no earlier than 1 pm to get a number)

#### Salvation Army-St. Paul Citadel, 401 West 7th St.

Fridays at 11 am (arrive no earlier than 10:30 to get a number)

### Sharing Corners

439 Thomas

**Phone:** 651-293-1931

**Hours:** Monday, Wednesday, Friday and Saturday, 9–11:30 am, by appointment only. Some walk-ins available, but you need to call first.

**Service Area:** Rice (E); Victoria (W); University (S); Pierce Butler (N)

**Remarks:** Some free clothing available for clients with appointments.

### WIC Program (Women Infants Children)

**Phone:** 651-266-1300

**Provides:** Health and nutrition assessment; vouchers for quality food like milk, cheese, iron-rich cereal, fruit juice, peanut butter and dry beans; fruits, vegetables and whole-grain options; information and referral.

**Qualifications:** To be eligible, you must (1) live in Ramsey County; (2) be a woman who is pregnant, breastfeeding, or have had a baby in the last six months to a year; be an infant, or be a child less than 5 years old; (3) be income eligible. This will be determined at the WIC intake appointment.

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## **C. Free Meals**

### **Breakfast**

#### Dorothy Day Center

183 Old 6th Street

Serves breakfast Saturday and Sunday from 9–9:30 am.

#### Salvation Army-St. Paul Citadel

401 West 7th Street

Serves breakfast Monday–Friday from 7:30–8:30 am

#### Union Gospel Mission

435 East University Ave.

Breakfast served 6:30-7:30 am.

## Lunch

### Dorothy Day Center

183 Old 6th Street

Serves lunch seven days a week from 11:45 am–12:45 pm

### Salvation Army-East Side

1019 Payne Avenue

Serves lunch Monday–Friday 11:45 am–12:45 pm. Doors open at 11 am.

## Dinner

### Dorothy Day Center

183 Old 6th Street

Serves dinner seven days a week from 4:30–5:15 pm.

### St. Andrew's Community Resource Center

900 Stillwater Road, Mahtomedi

Serves dinner Thursday nights from 6-7 pm.

### St. Matthew's Church

510 Hall Avenue

**Phone:** 651-224-9793

Serves dinner Monday–Friday 5-6 pm in the social hall below the church. (During Lent, Monday-Thursday only.)

### Union Gospel Mission

435 East University Ave.

Dinner served 5:30-6:30 pm.

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## D. Showers

### Union Gospel Mission

435 East University Ave.

Showers available from 10 am-noon for men, whether or not they are staying at UGM, and in the evenings and mornings for men staying there. Showers are not available for women.

### Dorothy Day Center

Showers are available during drop-in hours (9–11:30 am and 2-4 pm (except on Tuesday afternoons). Need to sign up for a Dorothy Day Center ID card at front desk first.

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## E. Drop-in Centers

### Dorothy Day Center

183 Old 6th Street

**Phone:** 651-647-2350

**Hours:** Seven days a week, 9–11:30 am and 2–4 pm (except Tuesday afternoons).

**Provides:** See pages 8-9 for meals. Laundry every day at 9:00 am. Cost is \$1 for a wash/dry load. Lockers are available for \$10/month.

### Listening House of St. Paul

215 9th Street West

**Phone:** 651-227-5911

**Hours:** Monday–Friday 9–11:30 am; Monday, Tuesday and Thursday 12:45–4:15 pm; also open Monday–Sunday 5:30–8:30 pm.

**Provides:** A drop-in center providing hospitality and practical assistance, spiritual and emotional support, information and referrals, free local phone, voice mailboxes through Open Access Connections, free haircuts when available, referrals to mental health outreach counselors; assistance provided obtaining state ID and birth certificates, as available; Socks Project gives socks to those who need them daily; clothes available every day but Thursday; hygiene products daily; chiropractor first and third Thursday mornings.

### Safe Zone

130 7th Street East (New Location)

**Phone:** 651-224-9644

**Hours:** Monday through Friday 1–8 pm.; Saturdays 1–5 pm. If you need shelter after 8 pm, call 651-215-2262.

**Provides:** referrals for shelter, meals and hospitality for youth ages 14-24 years old. Other programs include medical services, case management, GED tutoring, and mental health services and referrals. Showers are available during drop-in hours.

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## F. Overnight Shelter

### Metro Shelter Hotline

**Phone:** 1-888-234-1329 (toll free)

**Remarks:** Provides information about emergency shelter and transitional housing for single adults, families and youth in the 7-county Metro area.

### Single Adults

#### Dorothy Day Center

183 Old 6th Street

**Phone:** 651-647-2350

**Provides:** A safe waiting space (a simple mat on the floor) is provided overnight from 9 pm–6 am. Must arrive between 8 and 10 pm. Call for information. Lockers are available.

#### Ramsey County Emergency Men's Shelter

Mary Hall, 438 Main Street

**Phone:** 651-647-2340

**Provides:** Overnight shelter for adult men (18 and up). Doors open at 7:15 pm and close at 8:00 am.

**Remarks:** Men need to have resided in Ramsey County for the past 30 days to be eligible. They need to have no financial resources to house themselves. There is a total of 20 beds in the shelter.

**Resources:** Independent Living Skills classes, Computer Lab access, meal, laundry.

### Salvation Army Harbor Light Center

1010 Currie Avenue, Minneapolis

**Phone:** 612-767-3100

**Emergency Housing:** Provides shelter, personal hygiene items and meals for homeless single adults who are receiving GA, social security or other benefits. Access through Hennepin County Shelter Team at 1010 Currie Ave. N. (5-11 pm daily) or 525 Portland Ave S., Minneapolis. *Open to men and women.*

**Booth Program:** Provides shelter, personal hygiene items and meals for able-bodied adults who are employed or actively seeking employment. There is a \$10/day “co-pay” to stay there. *Open to men and women.*

**Sally’s Place:** A secure shelter for single homeless women. Beds are available first come, first serve each night, starting at 4 pm. *Open to women only.*

**SafeBay:** A secure shelter for single homeless men. Beds are available first come, first serve each night, starting at 8 pm. *Open to men only.*

### Union Gospel Mission

435 East University Avenue

**Phone:** 651-292-1721

**Remarks:** Sign up for emergency shelter between 3-6 pm and attend evening service at 7:30 pm. Showers are available. Evening meal and breakfast provided. Must leave by 7:30 am, and sign up every day. Free clothing is available 5:30–7 pm.

Individuals can pay for their own beds at Union Gospel Mission in order to keep them as far ahead of time as they want to stay. When you pay for beds, you can enter at 3:30 pm; daily chapel attendance is not required as part of this program. The beds’ fee is \$6 a night, and includes breakfast, lunch, and evening meal.

## **Families and Single Women**

*All intakes for Ramsey Co. family shelters are done through CAHS.*

### Coordinated Access to Housing and Shelter

1740 Van Dyke Street Maplewood (Woodland Hills Church)

**Phone:** 651-215-2262

**Hours:** 7 am-4:30 pm.

**Intake and Info:** Call 2-1-1 (651-291-0211) to complete an initial eligibility review. CAHS specialists will conduct a further intake assessment to help determine the most appropriate referral for housing /shelter for each family based on the needs of each individual family, and also based on openings as they are available.

St. Andrew's Community Resource Center

900 Stillwater Road, Mahtomedi

**Phone:** 651-762-9124

**Intake Hours:** Monday-Thursday 8 am-4 pm.

**Provides:** Shelter and support services for families with dependent children in both Washington County and suburban Ramsey County.

## **Battered Women**

Casa de Esperanza

**24-Hour Crisis/Intake phone:** 651-772-1611

**Provides:** Safe shelter for battered women and children. Support for lesbian-transgender people also available.

**Services:** Will help battered women find apartment of their own as well as apply for welfare assistance if needed. Community advocacy programs for Latinas also available. Bilingual (English/Spanish) staff.

Cornerstone

**24-Hour Crisis Phone:** 952-884-0330 or toll-free 1-866-223-1111

**Provides:** Emergency housing for individuals or families in crisis. Clients also have access to full range of supportive services, including legal, parenting, therapy and transitional housing.

Women of Nations—Eagle's Nest Shelter

**24-Hour Crisis/Intake phone:** 651-222-5836 or 1-877-209-1266

Safe shelter for 44 women and children who are victims of domestic violence. Can provide referrals if needed.

**Services:** Its Community Advocacy Program provides assistance obtaining Orders for Protection, housing, food, support groups and children's programs.

Women's Advocates

**24-Hour Crisis/Intake phone:** 651-227-8284

Shelter for women and children who are victims of domestic violence. Call directly for intake information.

**Services:** Support groups for women and children; assistance in obtaining other housing; referrals for counseling and orders for protection. Some legal services are offered.

**Remarks:** Services are for residents only.

The Battered Women's Hotline (1-866-223-1111) offers assistance 24 hours. See page 54 for further information about services for victims of crime and abuse.

## Youth

### Ain Dah Yung

1089 Portland Avenue

**Phone:** 651-227-4184 ([www.aindahyung.com](http://www.aindahyung.com))

Shelter for runaway and homeless youths, ages 5-17. Space for 5 boys and 5 girls. There are two separate programs. One, for youth who refer themselves, or are referred by family members, may stay up to 21 days. Children referred by a county child welfare agency can stay longer.

**Services:** In-house counseling is offered for both individuals and families of residents. Aftercare services are also provided.

### The Bridge

1111 West 22nd Street, Minneapolis

**Phone:** 612-377-8800

**Remarks:** Space for 14 youth ages 10-17. Call to see if there is space available.

**Services:** Street outreach and youth support groups, emergency shelter, individual and family counseling.

### Children's Crisis Response

**24-Hour Crisis Phone:** 651-266-7878

**Provides:** Crisis intervention for Ramsey County youth (ages 0-18) and their families. 24-hour hotline, diagnostic assessments, and in-home intervention available.

### LSS Safe House

**Phone:** 651-644-3446

**Provides:** Safe shelter for youth ages 16-20 (male and female) who do not have a safe place; referrals can be from community youth workers or by self-referral; open from 7 pm-9 am.

**Intake procedures:** Doors open at 8 pm; phones open at 7 pm to call for availability. Emergencies, call 651-644-7739.

### Salvation Army Booth Brown House

1471 Como Ave W.

**Phone:** 651-646-2601

**Ramsey County Joint Shelter Line:** 651-444-5757

**Provides:** Shelter, personal hygiene items for homeless single youth, ages 18-21. Call Joint Shelter Line for bed availability.

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## G. Transitional Housing

### Beverly A. Benjamin Youth Lodge

1212 Raymond Avenue

**Phone:** 651-632-8923

**Provides:** Transitional housing promoting self-sufficiency for up to 6 youth ages 16-21. Geared for Native American youth (but open to all) in need of long-term housing. Independent living skills and job search assistance provided. Youth must be either in school or working to participate in the program.

### The Bridge

1111 West 22nd Street, Minneapolis

**Phone:** 612-377-8800

**Hours:** Open 24 hours a day.

**Remarks:** Transitional living program for up to 14 youth between the ages 10-17. Up to 18-month stay.

### Caroline Family Services

917 E. Jessamine Ave.

**Phone:** 651-772-1344

**Intake:** Families or pregnant women should call Coordinated Access at 651-215-2262 for a referral.

**Provides:** A scattered-site transitional housing program for homeless single parents with children. One-to-one case management support for program participants and referrals to community resources; some rental assistance available for participants.

### Catholic Charities-Mary Hall

Supportive Housing Program and SRO rentals

438 Main Street

**Phone:** 651-647-2340

**Provides:** Supportive Housing Program (transitional) with case management services for up to two years for single men and women over 18 years of age who are homeless. Single Room Occupancy units are available for single adult men and women who meet Section 8 eligibility with annual income less than \$29,350 and are homeless. SRO units have a month-to-month lease.

**Remarks:** Fill out application at Mary Hall, then call 651-647-3211 every Monday in order to keep your application active or you'll be moved to the bottom of the list. If you don't call two consecutive Mondays, you then are removed from the waiting list altogether.

**Rent:** Rent will not exceed 30% of your income. Need to come up with \$100 to move in.

### Emma Norton Services

670 North Robert Street

**Phone:** 651-224-1329

**Provides:** Housing up to 2 years for women who have no children living with them.

**Intake Procedures:** Call for appointment. Must have a referral from Ramsey County Mental Health or Chemical Dependency service, or professional statement of need.

**Services:** 3 meals a day; one-on-one counseling to address basic living skills and other needs, and to plan where to go next; harm reduction facility.

Emma's Place

2163 Van Dyke, Maplewood

**Phone:** 651-747-8766

**Provides:** Permanent housing for single parents with 3 or more children who are homeless. One or more persons in the household must be disabled. There are 13 3- or 4-bedroom townhomes available.

Juel Fairbanks Chemical Dependency Services

806 North Albert St

**Phone:** 651-644-6204

**Provides:** Residential stepdown treatment program for males; two GRH housing facilities for men with treatment services and case management; rule 25 assessments.

LSS Life Haven

325 Jenks

**Phone:** 651-776-9805

**Provides:** 6-9 month transitional living program for homeless teen mothers, ages 16 & 17, and their children. Residents must have a child that is in their custody or be in their third trimester of pregnancy.

**Intake Procedures:** Call for info. Guardian permission is required within 24 hours of intake.

**Services:** Parenting & life skills classes, 3 meals, private room.

LSS Rezek House

501 Asbury Street

**Phone:** 651-644-7739

**Provides:** Two year transitional living program for homeless youth in Ramsey County, ages 16-21.

**Intake Procedures:** Call for info Mon–Fri 9 am–4 pm.

**Services:** Case management & independent living skills education.

**Rent:** 30% of income; some rental subsidies are available.

Naomi Family Residence

77 East 9th Street

**Phone:** 651-222-7962

**Provides:** Transitional housing for up to 2 years for women and their children. Rent depends on the size of family. School is provided for both children and participants through admission to Naomi Residence.

**Remarks:** For women age 18 & up in a crisis situation; may have up to four children who are 10 years of age or younger.

St. Anthony-St. Paul Residence-Catholic Charities

902 Hersey

**Phone:** 651-647-2320

A board-and-lodge facility for chronic inebriate men. Must be referred by county to guarantee MSA payments. Contact St. Anthony Residence for referral and assessment sources.



Salvation Army Booth Brown House

1471 Como Ave W.

**Phone:** 651-251-3502

**Provides:** Transitional housing for youth ages 16-20. Call for more information, or go online to <http://salvationarmynorth.org/community/booth-brown-house/community-pages/foyer-housing/> for information on program openings.

Salvation Army Harbor Light Center

1010 Currie Avenue, Minneapolis

**Phone:** 612-767-3109; **Veterans should call** 612-767-3100 x3144

**Provides:** Transitional housing and structured sober living for men and women recovering from chemical dependency or chronic homelessness. Housing is offered at Harbor Light Center as well as at offsite locations. Additional programming provided for veterans.

**Remarks:** Veterans must apply through the VA's Front Porch meeting at VA Medical Center on Thursdays at 7:30 am, or at Veteran's Community Resource & Referral Center (1201 Harmon Place, Minneapolis) Monday-Friday at 7:30 am.

Theresa Living Center

917 East Jessamine Avenue

**Phone:** 651-774-5594; call for intake appointment. To do an intake, you must be homeless, have some form of income, and have a GED or HS diploma.

**Provides:** Housing from 4–24 months for single women 18 and up; may be pregnant or have one child 1 year old and under; and must be sober/drug-free for 1 year.

**Rent:** 30% of income; women are also expected to save something toward future housing.

**Remarks:** Residents must participate in goal setting and budget setting and be active 30 hours/wk; perform chores; buy & cook own food; each has own private room; all other is common space.

Union Gospel Mission

435 East University Avenue

**Phone:** 651-292-1721

**Remarks:** There are units at Union Gospel Mission. The programming fee for rooms is \$145/month for a small single room or \$180/month for a larger room. There are some program requirements and a current waiting list. Call for more details.

YWCA St. Paul

375 Selby Avenue

**Housing Information Line:** 651-293-9296

**Provides:** Permanent and transitional housing for homeless families with at least 1 dependent child age 17 or under (eligible family composition and number of family members varies depending on available unit sizes/program).

**Intake Procedure:** Call the Housing Information Line for current openings and basic eligibility. We do not operate a waiting list; applicants can only apply for current openings. We participate in the Coordinated Access to Housing and Shelter program in Ramsey County and fill most openings through that system.

**Services:** Case management and assistance becoming self-sufficient. Assistance finding child care, education, transportation, etc. Services offered vary depending on program.

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## H. Housing Assistance

Coordinated Access to Housing and Shelter (Families)

1740 Van Dyke Street, Maplewood (Woodland Hills Church)

**Phone:** 651-215-2262

**Hours:** 7 am-4:30 pm.

**Intake and Info:** Call 2-1-1 (651-291-0211) to complete an initial eligibility review. CAHS specialists will conduct a further intake assessment to help determine the most appropriate referral for housing /shelter for each family based on the needs of each individual family, and also based on openings as they are available.

**Eligibility:** Families must be at or below 30% of the area median income, lack financial resources and support networks needed to secure or maintain stable housing.

**Services:** Eviction prevention assistance, case management, damage deposits, referrals to community resources and short-term rent and utility assistance.

HomeLine

**Phone:** 612-728-5767; toll free 1-866-866-3546

**Hours:** Monday–Thursday 9 am–6 pm; Fri. 9 am–3 pm.

**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](http://www.homelinemn.org).

**Remarks:** Staff available who speak both Spanish and Somali.

Minnesota Attorney General's Office

**Phone:** 651-296-3353

**Hours:** Monday through Friday 8 am–5 pm.

**Provides:** Information about housing law and tenant rights to anyone in Minnesota.

### Open Access Connections

**Phone:** 651-643-0883

**Provides:** Through community outreach sites and a network of community agencies, Open Access Connections provides an 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 professionals. It also serves as a safe phone number for victims of domestic abuse. There is no charge. Call for a referral to a participating agency or visit <http://tinyurl.com/OACOutreach> for updated outreach locations.

**Remarks:** Open Access Connections also provides free Lifeline supported cell phones through a partnership with EnTouch Wireless. To receive a free cell phone, you can visit one of our outreach sites to complete an application. Please bring a state issued photo ID and proof of low-income status such as an EBT card or Medicaid card.

### Safe Zone

130 7th Street East (New Location)

**Phone:** 651-224-9644

**Hours:** Monday–Friday 1–8 pm and Saturday 1–5 pm.

**Provides:** Financial assistance and support services to youth at imminent risk from becoming homeless or assist homeless youth to be quickly re-housed and stabilized.

**Eligibility:** Youth must have verifiable income, lack other financial resources and support networks needed to secure or maintain stable housing.

**Services:** Housing placement, landlord/tenant negotiations, case management, damage deposits, referrals to community resources and eviction prevention assistance.

### Salvation Army Booth Brown House

1471 Como Ave W.

**Phone:** 651-251-3502

**Provides:** Permanent supportive housing for youth ages 18-25. Call for more information, or go online to <http://salvationarmynorth.org/community/booth-brown-house/community-pages/foyer-housing/> for information on program openings.

### Salvation Army HOPE Harbor

53 Glenwood Avenue, Minneapolis

**Phone:** 612-659-0705

**Rent:** Referrals to subsidized units (30% of income) can only be made by contacting Hennepin County emergency assistance. Market rate units are \$350/month.

**Provides:** Permanent supportive housing for single adults. Efficiency unit includes own bathroom, kitchen, bed, dresser and desk.

**Remarks:** Call first to find out if accepting applications. Applications may also be picked up at front desk.

### Salvation Army Social Services

Eastside (*East St. Paul and surrounding areas*)

1019 Payne Avenue

**Phone:** 651-776-2653

St. Paul Citadel (*Downtown St. Paul and surrounding areas*)

401 West 7th Street

**Phone:** 651-224-6946

Lakewood (*Northeast Ramsey County*)

2080 Woodlynn Ave, Maplewood

**Phone:** 651-770-4974

**Hours:** Monday through Friday 8 am-noon and 1-4 pm.

**Provides:** Rental assistance.

**Remarks:** Call first for eligibility and to find out if they are accepting applications. Applications may be picked up at front desk.

### Southern Minnesota Regional Legal Services (SMRLS)

55 East 5th Street, #400

**Phone:** 651-222-5863

**Intake Phone:** 651-222-4731 **Seniors Intake:** 651-224-7301

**Intake:** Mon-Fri 9 am-noon and 1-3 pm, walk-in or by phone.

**Provides:** Legal assistance for individuals with housing-related problems, government benefits, and family law (i.e., contested custody, domestic violence, etc.). Hmong, Somali, and Spanish interpreters available at downtown office, and other languages can be interpreted as needed.

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## I. Furniture

### Salvation Army Social Services

Eastside (*East St. Paul and surrounding areas*)

1019 Payne Avenue

**Phone:** 651-776-2653

St. Paul Citadel (*Downtown St. Paul and surrounding areas*)

401 West 7th Street

**Phone:** 651-224-6946

Lakewood (*Northeast Ramsey County*)

2080 Woodlynn Ave, Maplewood

**Phone:** 651-770-4974

**Hours:** Monday-Friday 8 am-noon and 1-4 pm.

**Provides:** Call for appointment. Clients need to provide a photo ID and piece of current mail at the appointment. Must be moving out of a shelter, new from out-of-town or had a recent crisis.

### St. Vincent dePaul Society

461 West 7th Street

**Phone:** 651-227-1332

**Hours:** Monday-Friday 9:30 am-5 pm; Saturday 9:30 am-3 pm.

**Remarks:** Low-cost items (not free).

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## J. Advocacy & Case Management

### Caroline Family Services

917 East Jessamine Avenue

**Phone:** 651-772-1344

**Intake:** Families or pregnant women should call Coordinated Access at 651-215-2262 for a referral.

**Provides:** Transitional housing for one-parent families in transition. case management support for participants.

### Keystone Community Services

2000 St. Anthony

**Phone:** 651-645-0349

**Provides:** Case management to homebound disabled and improve living skills & current situation. Referrals and follow-up. See page 7 for food shelf information.

### Metropolitan Center for Independent Living

530 Robert Street North

**Phone:** 651-646-8342

**Hours:** Monday-Friday. 8:30 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.

### St. Paul Public Library

George Latimer Central Library, 90 West 4th Street

**Provides:** Social Service Outreach is available Wednesdays from 1:30-3 pm. Social service agencies, including South Metro Human Services and People Incorporated, will offer drop-in assistance.

### Neighborhood House

179 Robie Street East

**Phone:** 651-789-2500

**Hours:** Monday–Friday 9 am to 5 pm by appointment only; some evening appointments are available.

**Intake process:** Done by staff person whenever one uses any of the programs at Neighborhood House to assess needs.

**Provides:** Individual and family case management to meet basic needs. Assessment and referrals. Life skills classes are held regularly.

### Project HOPE (Southern Minnesota Regional Legal Services)

55 East 5th Street, #400

**Phone:** 651-222-5863

**Intake Hours:** Monday, Thursday, and Friday, 9 am–12 pm; Wednesday 1–3 pm. Intake is done walk-in only. No phone intake.

**Provides:** Advocacy for poor and homeless people. This includes: assistance and advocacy in finding permanent housing; assistance dealing with landlords and unlawful detainers; referrals and information; referrals for mental health assessments; working with landlords to prevent evictions.

**Remarks:** No charge for services; you must live in Ramsey Co.

St. Stephen's Human Services  
2309 Nicollet Avenue, Minneapolis

Assistance obtaining birth certificates and voice mail

**Phone:** 612-870-2283

**Provides:** Assistance sending for U.S. birth certificates. Also provides voice mail boxes for housing and job searches, health care, and safety from domestic abuse.

Community Engagement Program

**Phone:** 612-767-4456

Organizing, educating and advocating on issues of homelessness: "A Day in the Life" education events, shelter tours, discussion panels with individuals who have experienced homelessness, and conversations in the community on homelessness issues. Individuals or groups who want to learn about homelessness, as well as people who have been homeless and want to educate others are invited to call.

Representative Payee Service

**Phone:** 612-870-0529

**Provides:** Handles funds for people receiving Social Security/ Disability benefits. Makes certain rent and bills are paid, then disburses personal needs funds throughout the month.

zAmya Theatre Company

**Phone:** 612-760-4804

**Remarks:** If you have experienced homelessness and are interested in participating in workshops or theatre to educate and entertain the community about homeless issues, please call to learn about upcoming opportunities.

Salvation Army Social Services

Eastside (*East St. Paul and surrounding areas*)

1019 Payne Avenue

**Phone:** 651-776-2653

St. Paul Citadel (*Downtown St. Paul and surrounding areas*)

401 West 7th Street

**Phone:** 651-224-6946

Lakewood (*Northeast Ramsey County*)

2080 Woodlynn Ave, Maplewood

**Phone:** 651-770-4974

**Hours:** Monday–Friday 8 am–noon and 1–4 pm.

**Provides:** Case management services to help families with dependent children move toward self-sufficiency.

**Remarks:** Call for more information about how to enroll.

## 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 public assistance, and each has its own eligibility requirements and income/asset limits.

### A. Types of Assistance

Minnesota Family Investment Program (MFIP)

Diversionsary Work Program (DWP)

Emergency Assistance (EA)

Energy Assistance

Supplemental Nutrition Assistance Program (SNAP)

*formerly Food Support*

General Assistance (GA)

Medical Assistance (MA)

Minnesota Supplemental Aid (MSA)

Social Security - Supplemental Security Income (SSI)

**What you need:** An original photo 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 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, notarized copy of a birth record from a Minnesota Indian reservation, or a Tribal Decree card.

Descriptions of the assistance programs mentioned on this page are found on pages 25-29.

**Note:** When applying always ask about other forms of assistance for which you may be eligible.

## **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.

## **Appeals:**

Appeals are available for persons who disagree with or question decisions that have been made. 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. You must appeal a decision in writing. Appeal to your worker or the worker's supervisor.

Apply for all state assistance programs (not SSI or Energy Assistance) at the following address:

### **Ramsey County Human Services**

**160 East Kellogg**

**Hours:** 7:30 am–5:45 pm Monday–Friday (during non-holiday weeks); or 7:30 am–4:15 pm Monday–Friday (during holiday weeks)

For information on any programs, call 651-266-4444.

## **EBT cards:**

People receiving cash assistance are issued EBT cards with the name of the head of household printed on the card. The card includes the following statement: "It is unlawful to use this card to purchase tobacco products or alcoholic beverages." All EBT cards will be mailed via US Postal Service, with the exception of households qualifying for SNAP benefits. These households will have the option of getting an EBT card issued at the local county office. All replacement EBT cards (lost, stolen, damaged and undeliverable) will be charged a \$2.00 fee. The replacement EBT card will be mailed to the client.

To find out about your balance or to order a replacement card, call 1-888-997-2227.

*You may want to seek the advice of a lawyer. See "Legal Assistance" on page 57.*



## **B. Minnesota Family Investment Program (MFIP)**

MFIP provides monthly assistance for families who have little or no income. This includes relative caretakers and pregnant women without any children. Applicants must meet eligibility requirements.

When applying, ask about other assistance you may qualify for such as *Emergency Assistance* (to prevent eviction, mortgage foreclosure and help pay utility bills), *SNAP*, & *Medical Assistance*.

### **Where to apply:**

Ramsey County Human Services

160 East Kellogg

**Hours:** 7:30 am–5:45 pm Monday–Friday (non-holiday week) or 7:30 am–4:15 pm (holiday week)

**Online Application:** <https://ApplyMN.dhs.mn.gov>

You may also request that an application be mailed to you.

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## **C. Emergency Assistance (EA)**

Emergency Assistance provides emergency financial assistance for those experiencing a crisis such as eviction or utility shut-off which threatens to displace a person or family from a home or apartment. Persons must meet income and resource eligibility requirements. All income and savings are counted when determining eligibility and must be applied to help meet the emergency expenses. Housing expenses must meet affordable guidelines based on income.

**NOTE:** Persons can use EA only once in 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 24. (You may want to consult with your Advocate; see also “Legal Assistance”—page 57).

### **Emergency General Assistance (EGA)**

Emergency General Assistance provides emergency financial assistance for those experiencing a crisis such as eviction or utility shut-off which threatens to displace a person or family from home or apartment. Income, assets and current living expenses of each household member will be considered in determining eligibility for EGA. Issuance of EGA funds must be anticipated to produce long-term (at least three months) resolution of the emergency.

EGA issuance is limited to once in a 12-month period.

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## D. Energy Assistance

### Where to Apply:

Community Action Partnership-Ramsey & Washington Counties

450 Syndicate St N #122

Phone: 651-645-6470

Hours: Monday-Friday 8 am-5 pm.

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. Need documentation of public assistance benefits, wages, or other income received in the past 3 months to apply. No appointments; first come, first served.

### Salvation Army Social Services

St. Paul Citadel

401 West 7th Street

**Phone:** 651-224-6946

Lakewood

2080 Woodlynn Ave., Maplewood

**Phone:** 651-770-4974

**Hours:** Monday-Friday 8 am-noon and 1-4 pm.

**Provides:** Assistance with emergency utility bills for Ramsey County residents.

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## E. Supplemental Nutrition Assistance Program (SNAP)

Monthly grants of SNAP (formerly "Food Support") can be used at a grocery store. The amount of the grant depends on the monthly income of each person in the family/household and costs for shelter. Most persons who receive another form of assistance such as MFIP, GA, or SSI are also eligible to receive SNAP. Working persons with low incomes may also qualify for SNAP. Since eligibility is based on family or household income, you must provide truthful information about the income of **all** persons in your family/household who purchase and prepare food together.

### Where to Apply:

Ramsey County Human Services

160 East Kellogg

**Phone:** 651-266-4444

**Hours:** 7:30 am–5:45 pm Monday–Friday (non-holiday week);

7:30 am–4:15 pm Monday-Friday (holiday weeks)

**Online Application:** <https://ApplyMN.dhs.mn.gov>

You may also request that an application be mailed to you.

You can also apply for SNAP at:  
Salvation Army Social Services

Eastside  
1019 Payne Avenue  
**Phone:** 651-776-2653

St. Paul Citadel  
401 West 7th Street  
**Phone:** 651-224-6946

Lakewood  
2080 Woodlynn Ave, Maplewood  
**Phone:** 651-770-4974

**Hours:** Monday–Friday 8 am–noon and 1–4 pm.

**Provides:** SNAP application assistance, information and referral.

Minnesota Food Helpline

**Phone:** 1-888-711-1151 (*Multilingual assistance is also available*)

**Hours:** Monday–Friday 8:30 am–4:30 pm.

**Provides:** Statewide food resource information and referral helpline. Callers can be screened for SNAP eligibility and assisted with completing the application. Assists callers in locating food resources in their own community whether it be a food shelf and/or hot meal site. Also makes referrals for other public food programs like WIC (Women, Infants and Children), MAC (Mothers and Children) and NAPS (Nutrition Assistance Program for Seniors).

Second Harvest Heartland SNAP Application Assistance

**Phone:** 651-209-7963

**Provides:** Screening for SNAP eligibility and assistance completing application; follow-up as needed; assistance with recertification.

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## F. General Assistance - GA

General Assistance provides monthly assistance to single persons and childless couples who have little or no income and who meet eligibility requirements. Families ineligible for MFIP are not eligible for GA. Applicants must 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 14 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 assets worth more than \$1000.

## Where to apply:

Ramsey County Human Services

160 East Kellogg

**Hours:** 7:30 am–5:45 pm Monday–Friday (non-holiday week) or  
7:30 am–4:15 pm (holiday week)

**Online Application:** <https://ApplyMN.dhs.mn.gov>

You may also request that an application be mailed to you.

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## G. Medical Assistance - MA

Provides assistance with payment of medical bills for persons and families who meet income eligibility requirements. Assets allowed vary, so be sure to bring your income information when you apply. Persons who are eligible have the right to see the doctor, dentist, pharmacy, clinic, or hospital of their choice.

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

### **MNSure**

MNSure is the health insurance exchange where individuals and families select a health care plan, including low-cost or free coverage. Insurance rules have changed even for Medical Assistance and MinnesotaCare. If you have not been able to get coverage in the past you may be qualify under the new rules. MNSure offers:

- A website ([mnsure.org](http://mnsure.org)) where you can apply for coverage and select a health plan.
- Someone you can talk to about your options over the phone, 1-855-3MNSURE (1-855-366-7873)
- Places where you can sign up in your community

Coverage starts Jan. 1 of the following year after open enrollment. Open enrollment ends in December, unless extended by DHS. Enrollment in Medical Assistance or MinnesotaCare continues throughout the year.

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## H. Minnesota Supplemental Aid- MSA

A state-sponsored program that provides additional monthly funding to those persons who are receiving SSI or Social Security. The amount of an MSA grant depends on several different factors, such as how much you pay in rent, if you live alone or with other people, and what your total income is. (Income includes Social Security and SSI.) Because it is a state program, the county—not the Social Security office—manages it.

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# I. Social Security

## Social Security Administration

190 5th Street East, Suite 800

**Phone:** 1-800-772-1213

**Hours:** Monday–Friday from 9 am–4 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 SGA levels in 2016 are \$1,130.00 for a non-blind individual and \$1,820.00 for blind individual. If someone is working, there are ways that could lower the monthly gross wages below SGA. The Social Security Administration no longer recognizes drug addiction and alcoholism (DAA) as disabling conditions. Someone with another impairment should still file. If the DAA 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](http://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.

**Assistance applying for SSI benefits:**Cooper Law Firm

825 Nicollet Mall, Suite 950, Minneapolis (Medical Arts Bldg.)

**Phone:** 612-353-4769

**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, as well as those not on public assistance.

Salvation Army Social Services

St. Paul Citadel

401 West 7th Street

**Phone:** 612-659-0711

**Provides:** If you are unable to work due to a mental or physical disability, staff can assist with applications for Social Security Disability benefits.

**Remarks:** Ask for an appointment with a Salvation Army employee at the Minneapolis Center City office, though they can also meet at the St. Paul Citadel office.

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## Section 3. Health Care

### **MNsure**

MNsure is the health insurance exchange where individuals and families select a health care plan, including low cost or free coverage. Insurance rules have changed even for Medical Assistance and MinnesotaCare. If you have not been able to get coverage in the past you may be qualify under the new rules. MNsure offers:

- A website ([mnsure.org](http://mnsure.org)) where you can apply for coverage and select a health plan.
- Someone you can talk to about your options over the phone, 1-855-3MNSURE (1-855-366-7873)
- Places where you can sign up in your community

Coverage starts Jan. 1 of the following year after open enrollment. Open enrollment ends in December, unless extended by DHS. Enrollment in Medical Assistance or MinnesotaCare continues throughout the year.

### **A. Community Clinics**

#### East Side Family Clinic & Health Start

895 East 7th Street

**Phone:** 651-602-7500

**Hours:** Monday through Friday 8 am–5 pm. Same day appointments are possible.

**Remarks:** MA & most insurance accepted. Sliding fee available. Spanish and Hmong translators.

**Other Services:** On-site lab and x-ray department.

#### Family Tree Clinic

1619 Dayton Ave.

**Phone:** 651-645-0478

**Hours:** By appointment only. (Some same-day appointments available.) Monday and Wednesday 8 am–8:30 pm; Tuesday and Thursday, 8 am–5 pm; Saturday 10 am–2 pm. Counseling services are available on walk-in, first-come-first serve basis on Mondays and Wednesdays from 5-7 pm.

**Remarks:** Sliding scale for all services except HIV testing.

**Other Services:** Reproductive health care: HIV testing (free for uninsured); STD testing & treatment; pregnancy testing and counseling; mammogram referrals made for women 40 and older; support for women dealing with menopause issues; routine pelvic and breast exams; annual routine health exams; colposcopies; UTI and vaginal infection treatment; trans-hormone care; all options pregnancy counseling.

Open Cities Health Center

409 North Dunlap

**Phone:** 651-290-9200

**Hours:** Monday, Wednesday and Friday 8 am–5 pm; Tuesday and Thursday 8 am–8 pm; Saturday 10 am–2 pm. By appointment only.

916 Rice Street

**Phone:** 651-290-9200

**Hours:** Monday-Friday 8 am-5 pm

**Remarks:** Sliding fee scale; MA and other insurance accepted.

**Other Services:** Dental care; HIV/STD counseling & testing, early intervention for HIV+; pre-natal care programs; family planning; OB/GYN and mental health services. Hmong translators are available, but no other translation is available.

Portico Healthnet / 489-CARE Referral Line

**Phone:** 651-489-2273; toll free 866-489-4899

**Provides:** Assistance finding health care services, including care available to those who are uninsured or underinsured. They can refer you to affordable medical, dental and mental health care; also provides health insurance information and can connect you with assistance in applying for insurance.

Portico Healthnet

1600 University Ave. W. #211

**Phone:** 651-603-5100

**Provides:** Directory of low cost health resources and low cost clinics. Gives free assistance to people applying for MNsure, Medical Assistance and Minnesota Care. Provides free screening for low cost insurance. All of the above services are available in the Twin Cities and throughout the state. In addition, Portico offers a medical coverage program for Ramsey, Hennepin, Dakota and Washington Counties.

St. Mary's Health Clinics

**Phone:** 651-287-7777

**Provides:** Eight clinics throughout Twin Cities provide some primary and preventive health care services at no cost to uninsured workers and children, unemployed people whose benefits have expired, people on unemployment who meet income guidelines, and people not yet receiving public assistance. If you are on MA, you are not eligible to use these clinics' services.

**Intake procedure:** If you fit one of the above categories, call 651-287-7777 between 8:30 am–3:30 pm Monday–Thursday; Fridays 8:30 am–12 pm to make an appointment. There is no cost for services if you are eligible, though donations are accepted.



St. Paul-Ramsey County Public Health

Clinic 555

555 Cedar Street

**Phone:** 651-266-1255

**Hours:** Call for hours and appointments. Appointments and walk-in visits are available.

**Remarks:** Free- to low-cost services depending on income-based sliding fee scale. MA and major insurance plans are accepted.

**Other Services:** Teen and adult reproductive services; all birth control methods available; emergency contraception; pregnancy testing and counseling; STD/HIV testing and treatment; HIV counseling; annual health exams, breast exams and pap smears; colposcopy; mammogram referral for women 40 and older or those younger women with suspicious breast mass.

United Family Medicine

Peter J. King Family Health Center

1026 West 7th St. (Randolph & W. 7th)

**Phone:** 651-241-1000

**Hours:** Monday–Thursday, 8 am–8 pm; Friday 8 am–5 pm; Saturday 8 am–12 noon.

**Remarks:** Accepts many insurance plans, including MA, Medicare, MinnesotaCare and private insurance. For patients without insurance, offers a sliding fee scale based on family size and income. Spanish translators and social work advocates also available.

West Side Health Center — “La Clinica”

153 Cesar Chavez Street

**Phone:** 651-602-7500

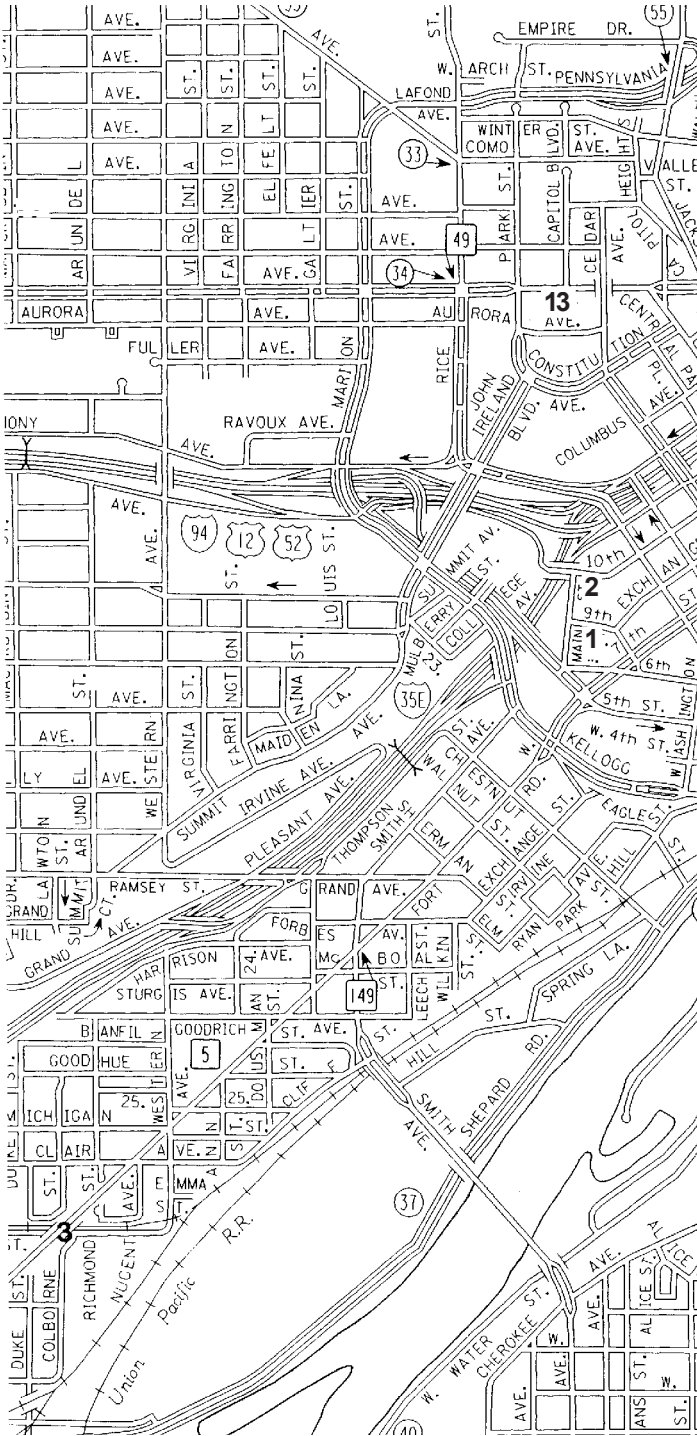
**Hours:** Monday, Tuesday and Friday, 8 am–5 pm; Wednesday and Thursday, 8 am–8 pm; Saturday 8 am–noon.

**Remarks:** MA accepted, sliding fee scale

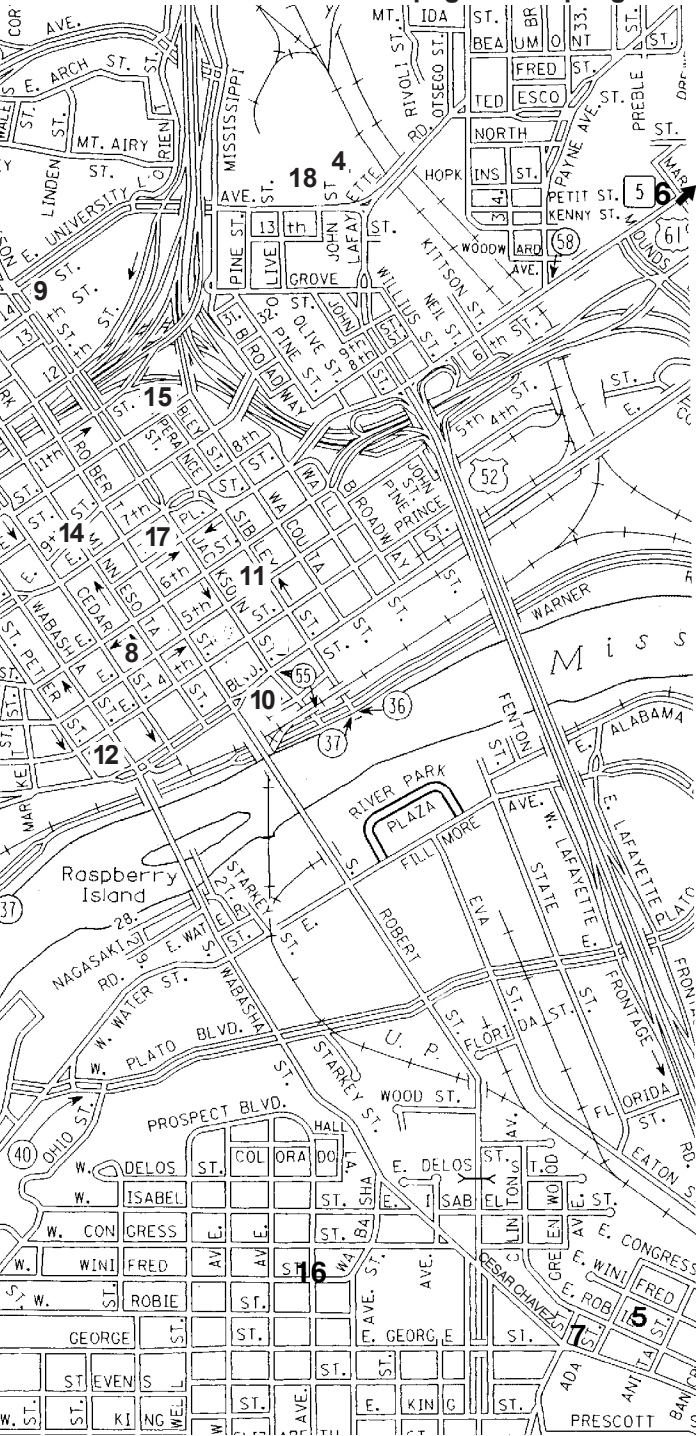
**Services:** AIDS/STD testing and counseling; tri-lingual clinic (English, Spanish, Hmong all spoken) Immunization clinics are held regularly.

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# Map of Downtown St. Paul



See next page for map legend



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## Map Legend: Downtown St. Paul

1. Dorothy Day Center
2. Mary Hall  
Listening House of St. Paul
3. Salvation Army—St. Paul Citadel
4. Union Gospel Mission
5. Neighborhood House
6. Chicanos Latinos Unidos en Servicios (CLUES)  
Mexican Consulate/Consulado de México
7. West Side Health Center—La Clinica
8. Southern Minnesota Regional Legal Services  
(Legal Aid) and Project Hope
9. Regions Hospital
10. Ramsey County Human Services
11. Social Security Administration
12. City Hall/Courthouse
13. State Capitol
14. Naomi Family Center
15. Family Place—Ramsey Co. Shelter Intake
16. St. Matthew's Church (Loaves & Fishes meal)
17. Safe Zone
18. Ramsey County Chemical Health  
Ramsey County Detox

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## B. Health Care for the Homeless

### Health Care for the Homeless

*A program of West Side Community Health Services*

438 Main Street

**Phone:** 651-793-2219

**Hours:** Monday–Friday 8:30 am–5:00 pm; hours of service vary at each site.

**Provides:** West Side's Health Care for the Homeless provides health care services for homeless men, women, and children in Ramsey County shelters and drop-in centers. A multi-disciplinary team of medical, mental health and social service providers staff clinics at several different homeless shelter and drop-in centers each week. When appropriate, staff helps homeless patients connect to other care clinics.

If you are staying in a shelter in Ramsey County, check with shelter staff for clinic times and services. MA accepted; however, if you do not have insurance, you do not have to pay.

The following location is open to eligible patients:

West Side's Health Care for the Homeless

Dorothy Day Center, 183 Old 6th Street

**Phone:** 651-793-2219

**Hours:** Monday through Friday 9 am-12 pm; 2-5 pm.

**Provides:** General medical, mental health, eye care, CD/NA counseling, Rule 25 assessments, medication support, chiropractic services, energy healing, acupuncture services, nutrition, and referrals.

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## C. HIV / STD / Pregnancy Testing

Face to Face Health & Counseling Service

1165 Arcade Street

**Phone:** 651-772-5555

**Hours:** Monday 10 am-6 pm; Tuesday 10 am-8 pm; Wednesday 10 am-6 pm; Thursday 10 am-8 pm; Friday by appointment only; Saturday 10 am-4 pm.

**Remarks:** Services are for youth ages 11-23 years old only.

**Services:** Pregnancy testing is done free for all youth who do not have insurance. There is a sliding fee for STD and HIV testing for those without insurance.

Family Tree Clinic

1619 Dayton Ave.

**Phone:** 651-645-0478

**Hours:** By appointment only: Monday & Wednesday 8 am-8:30 pm; Tuesday & Thursday 8 am-5 pm; Saturday 10 am-2 pm. Some same-day appointments available.

**Remarks:** Sliding scale. MA accepted.

**Services:** Free family planning with yearly exams and birth control; morning-after/plan B emergency contraception (\$25, no appointment necessary, but ID is required). trans-hormone care; all options pregnancy counseling.

Minnesota AIDS Project

2577 West Territorial Road, St. Paul (New Location)

**Phone:** 612-341-2060; AIDS Line: 612-373-AIDS / 1-800-248-AIDS.

Text messaging available at 839863, and chat at [mnaidsproject.org](http://mnaidsproject.org).

**Hours:** Monday-Friday 9 am-5 pm.

**Provides:** Information about HIV, referral to community resources and HIV testing. MAP also provides HIV case management, legal services; benefits counseling; housing services (assist HIV+ people to obtain and maintain short-term housing); transportation; emergency financial assistance; PrideAlive, a prevention and community-building program for gay and bisexual men; and Positive Link, a social and education program for HIV+ Minnesotans.

Open Cities Health Center

409 North Dunlap

**Phone:** 651-290-9200

**Hours:** Monday, Wednesday and Friday 8 am–5 pm; Tuesday and Thursday 8 am–8 pm; Saturday 10 am–2 pm. By appointment only.

916 Rice Street

**Phone:** 651-290-9200

**Hours:** Monday-Friday 8 am-5 pm

**Remarks:** Sliding fee scale for those without insurance; MA, GAMC and other insurance plans accepted.

**Services:** HIV/STD counseling & testing; early intervention for HIV+.

St. Paul-Ramsey County Public Health Clinic 555

555 Cedar Street

**Phone:** 651-266-1255

**Hours:** Call for hours and appointments. Appointments and walk-in visits are available.

**Remarks:** Free- to low-cost services depending on income-based sliding fee scale. MA and major insurance plans are accepted.

**Other Services:** Teen and adult reproductive services; all birth control methods available; emergency contraception; pregnancy testing and counseling; STD/HIV testing and treatment; HIV counseling; annual health exams, breast exams and pap smears; colposcopy; mammogram referral for women 40 and older or those younger women with suspicious breast mass. In June 2016, will begin pre-exposure prophylaxis program.

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## D. Dental Care

Open Cities Health Center

409 North Dunlap St.

**Phone:** 651-290-9200

**Hours:** Monday through Friday 8 am–4:30 pm. By appointment only.

Union Gospel Mission

435 East University Avenue

**Phone:** 651-789-7605

**Hours:** Adult dental clinic. Call to find out how to sign up, no walk-in appointments. For children's clinic, call for schedule and sign-up information.

**Provides:** Volunteer dentists provide dental services at no charge for those who can't afford dental fees and have no dental insurance. Services include fillings, restorative procedures and extractions—some cleanings and checkups available.

### University of Minnesota Dental School

Malcolm Moos Tower—7th Floor, 515 Delaware St. SE

**Intake Phone:** 612-624-8400 **Urgent Care:** 612-625-4908

**Hours:** Monday through Friday 9 am—4 pm.

**Remarks:** Comprehensive dental care provided by supervised students at 1/2 to 1/3 the normal cost. Children's clinic also available. Payment required at time of visit. Must call for an appointment.

### University of Minnesota Dental School

Oral Surgery Clinic, 515 Delaware St. SE

**Phone:** 612-624-8600

**Remarks:** Screenings by appointment only. (Referrals accepted.) An appointment would be set up for tooth removal or other surgery.

### West Side Dental Clinic

478 South Robert Street

**Phone:** 651-602-7575

**Hours:** Monday, Tuesday and Friday 8 am—5 pm; Wednesday 8:30 am—8 pm; Thursday 8 am—5 pm.

**Remarks:** Most insurance accepted, including MA, MnCare, Health Partners and Delta Dental; sliding fee scale available.

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## E. Mental Health Services

### Counseling Services

#### Canvas Health

33 East Wentworth #210, West St. Paul

**Intake Phone:** 612-767-2840

**Hours:** Monday through Friday 8:30 am—5 pm.

**Provides:** High quality strength-based mental health services.

Diagnostic assessments, out-patient therapy for depression, anxiety, trauma (PTSD), ADHD and ODD for ages 0-70 and in-home services. Most insurance accepted.

#### Catholic Charities

1276 University Ave. W. *Other locations also available.*

**Intake Phone:** 651-647-3186

**After-Hours Crisis Phone:** 612-379-6363

**Intake Hours:** Intake for counseling is done by telephone only Monday through Friday, 8 am—4:30 pm.

**Provides:** Short and long-term counseling for individuals, groups, couples and families; information and referral.

**Remarks:** Sliding scale based on income and family size; insurance accepted.

#### Children's Crisis Response

**Crisis Phone:** 651-266-7878 (24 hours)

**Provides:** Crisis intervention for Ramsey County youth (ages 0–18) and their families.

**Intake:** Call 24-hour crisis line for youth and their families; diagnostic assessments, and in-home crisis intervention available.

Comunidades Latinos Unidos en Servicios (CLUES)

797 East 7th Street

**Phone:** 651-379-4200

**Hours:** Monday–Thursday 8:30 am–7 pm; Friday 8:30 am–5 pm.  
Appointment hours may vary.

**Provides:** Bilingual family therapy in addition to individual, couples, child and adolescent therapy.

Face to Face Health & Counseling Service

1165 Arcade Street

**Phone:** 651-772-5555

**Hours:** Monday 10 am–6 pm; Tuesday 10 am–8 pm; Wednesday 10 am–6 pm; Thursday 10 am–8 pm; Saturday 10 am–4 pm.

**Intake for new clients:** Tuesdays 11 am–6 pm.

**Provides:** Individual and family counseling; counseling for victims of sexual abuse and incest.

**Remarks:** There is a sliding fee scale for those without insurance.

HSI Crisis Connection

**Phone:** 612-379-6363

**Hours:** Seven days a week, 24 hours a day.

**Provides:** Telephone crisis counseling, information and referral.

**Remarks:** All services are free.

Love Lines

**Phone:** 612-379-1199

**Hours:** 10 am–10 pm

**Provides:** Phone line most days for crisis ministry; in-person counseling is available by appointment.

**Remarks:** Counseling is free, but donations accepted

Lutheran Social Services-East Metro

700 Snelling Avenue South (in Gloria Dei Lutheran Church)

**Intake Phone:** 612-879-5320

**Hours:** Monday and Wednesday 10 am–5 pm; Tuesday 11 am–2 pm; Thursday 12–4 pm. Call for appointments.

**Provides:** Individual, couples, and family counseling, support for victims of abuse, and referral for longer term counseling.

**Remarks:** If no insurance, fees determined based on monthly gross income and number of persons in household. MA accepted.

My Home Inc.

651 University Ave.

**Phone:** 651-659-0359

**Hours:** Monday–Thursday 9:30 am–8:30 pm.

**Provides:** Programs for men and women to address issues that affect family relationships and ability to parent; chemical dependency, self-esteem and educational development. Culturally specific programs include domestic violence program, anger management program, and educational programs. New chemical dependency programs: East African Khat and after-care support group; MIC.



Ramsey County Crisis Outreach

**Phone:** 651-266-7900

**Hours:** Seven days a week, 24 hours a day.

**Provides:** Assessment, referral and mobile outreach for adults in Ramsey County experiencing a mental health crisis.

**Remarks:** Insurance not required for services.

Ramsey County Mental Health Center

1919 University Ave. W. #200

**Phone:** 651-266-7890

**Hours:** Monday through Friday 8 am–3:30 pm. Walk-ins welcome.

**Provides:** Group and individual counseling; case management intake; partial hospitalization program, and personal recovery services. Psychiatrist on site. Intensive outpatient mental health peer recovery program.

Regions Hospital Crisis Program

640 Jackson Street

**Phone:** 651-254-1000

**Intake procedures:** Walk-in to Emergency Dept. Fees vary, although no one will be denied services for inability to pay.

**Provides:** Crisis intervention counseling; psychiatric evaluation, referral or admission; counseling for victims of sexual assault or victims of domestic abuse.

Walk-in Counseling Center

**Phone:** 612-870-0565

**Provides:** Counseling for people with urgent needs and few resources; serves individuals, couples and families.

**Remarks:** Services are anonymous, no appointment is necessary for walk-in clinics; no paperwork; no fee, although donations are accepted. Call to make arrangements for counseling in Spanish.

Main Location: 2421 Chicago Avenue South, Minneapolis

**Hours:** Monday, Wednesday, and Friday 1–3 pm; Monday–Thursday 6:30 pm–8:30 pm.

Walk-In at Family Tree

1619 Dayton Ave., St. Paul

**Hours:** Monday and Wednesday, 5–7 pm

Walk-In at Neighborhood House

179 Robie Street East, St. Paul

**Hours:** Tuesday and Thursday, 6–8 pm

Spanish speakers are available at this clinic location

Tubman

4432 Chicago Avenue South, Minneapolis

**Phone:** 612-871-0118 **TTY for hard-of-hearing:** 612-824-2780

**Hours:** Monday–Thursday 9 am–8:30 pm; Friday 8:30 am–5 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.

## Community Outreach & Drop-in Centers

### People Incorporated Mental Health Outreach

317 York Avenue #5

**Phone:** 651-225-8963 ext. 2

**Hours:** 9:00 am-5:00 pm

**Provides:** Outreach case managers provide direct street outreach and case management to people who are unsheltered (camping outside, in their car, etc.) in Hennepin and Ramsey Counties.

**Services:** Case managers reach out into the community by going to camps, drop-in centers, and other locations where unsheltered people stay. After first contact, individuals who have been unsheltered for a year or longer, or four times in the past three years, may be enrolled in the outreach case management program which provides connection to benefits, health care, and housing resources.

### South Metro Access

183 Old 6th Street (Dorothy Day Center)

**Phone:** 651-783-5427

**Walk-in Hours:** Monday through Friday 9:30-11:30 am.

**Services:** Outreach for homeless mentally ill people in Ramsey County; short-term case management; information and referral; and crisis management assistance. Call for appointment or just walk in.

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## F. Veterans

### VA Medical Center

54th Street and 48th Avenue South (One Veterans Drive)

**Phone:** 612-725-2000

**24-Hour Veterans Crisis Line:** 1-800-273-8255

**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 p. 52 for info about other assistance available for veterans.

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## G. Youth

### Face to Face Health & Counseling Service

1165 Arcade Street

**Phone:** 651-772-5555

**Hours:** Monday 10 am-6 pm; Tuesday 10 am-8 pm; Wednesday 10 am-6 pm; Thursday 10 am-8 pm; Friday by appointment; Saturday 10 am-4 pm.

**Remarks:** Services are for youth ages 11-23 years old only. General medical: if under 18, a parent must accompany client. There is a sliding fee scale for patients who do not have insurance.

**Services:** General medical services; pregnancy testing done for free for all youth without insurance; there is a sliding fee for HIV and STD testing; counseling, prenatal care and some OB/GYN services available; adolescent parent program for youth, adolescents and adults called CONNECT.

## H. Alcohol/Chemical Dependency Counseling & Treatment

### African American Family Services

1301 East 7th St.

**Phone:** 612-813-5034

**Provides:** Various support groups; maternal intervention program; family and individual counseling; Rule 25s; violence prevention.

**Hours:** Call for appointments and for support groups and counseling schedule.

**Remarks:** Some transportation is available. Call for info.

### Juel Fairbanks Chemical Dependency Services

806 North Albert Street

**Phone:** 651-644-6204

**Provides:** Residential stepdown treatment program for males; two GRH housing facilities for men with treatment services and case management; rule 25 assessments.

### Minnesota Adult & Teen Challenge

1619 Portland Avenue South, Minneapolis

**Information Line:** 612-373-3366

**Lobby hours:** Monday-Friday 8:30 am-4:30 pm.

**Info Line Hours:** Monday-Friday 8 am-9 pm; Saturday and Sunday 12:30-9 pm.

**Provides:** Restores hope to people struggling with drug and alcohol addiction. In addition to effective and affordable shorter-term programs, Life Renewal, and long-term faith-based recovery program, provides extensive prevention and transitional/aftercare services

**Remarks:** Fees are based on ability to pay, but staff will work with anyone who wants to be enrolled in the program and doesn't have the funds. Most insurances, rule 25, GRH or self-pay.

### People Incorporated Project Recovery

317 York Avenue #5

**Phone:** 651-793-4239

**Hours:** Monday-Friday 9 am-1 pm

**Provides:** Project Recovery is a drop-in center on the east side of St. Paul that provides a safe space for individuals who are homeless and have a history of chemical use. Sobriety is not a requirement but drugs and alcohol are not allowed on the property.

**Services:** Non-clients can access drop-in services such as Recovery and Harm Reduction Groups, referrals to case management, community activities, shower facilities, and a pool table. Individuals who are homeless and have chemical health needs may be eligible for enrollment into Project Recovery's case management program. Clients and case managers work together to access benefits, treatment, health care, shelter, and external housing resources.

Ramsey County Chemical Assessment & Referral Unit

402 University Avenue East

**Phone:** 651-266-4008

**Hours:** Monday–Friday 8 am–4:30 pm.

**Provides:** Rule 25 assessment and referral for individuals seeking treatment or counseling for chemical dependency. Must be a resident of Ramsey County. There is no fee for assessment. There is some funding available for treatment programs.

Ramsey County Detox

402 University Avenue East

**Phone:** 651-266-4009

**Hours:** Seven days a week, 24 hours a day.

**Provides:** Detoxification services for Ramsey, Dakota and Washington County residents.

St. Joseph's Hospital Addiction Medicine Clinic

69 W. Exchange St.

**Phone:** 651-232-3640

**Intake:** Call for appointment and to see if new patients are being accepted.

**Provides:** Services to patients with drug and alcohol problems. In addition to seeing physicians routinely, “nurse only” visits occur on a loosely-scheduled basis to provide additional structure and case management. Physicians provide holistic care that encompasses addiction, mental health problems and general medical conditions. Patients are often required to complete inpatient CD treatment at St. Joseph’s to be eligible for certain clinic services.

**Remarks:** MA and private insurance accepted.

Salvation Army Harbor Light Center

1010 Currie Avenue, Minneapolis

**Phone:** 612-767-3100 ext. 3110

Beacon Program

Residential substance abuse treatment program for men. Phase I is a 30-day program based on 12-step model. Phase II is a 75-day halfway house program with employment, educational and volunteer requirements. Outpatient and aftercare services are available. *For men only.*

Tubman

4432 Chicago Avenue South, Minneapolis

**Phone:** 612-871-0118

**TTY for deaf/hard-of-hearing:** 612-824-2780

**Hours:** Hours vary. Call for more information.

**Provides:** Counseling and assessment for chemical dependency; outpatient treatment may include mental health counseling.

**Remarks:** Various payment options are accepted.

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# Section 4.

## Education & Employment

### A. Educational Programs

#### Adult Literacy Hotline

**Phone:** 1-800-222-1990

**Hours:** Monday through Friday 8:30 am–4:30 pm.

**Provides:** Referrals to literacy programs, GED, basic reading, English and ESL in Minnesota; computer skills, citizenship classes, adult diploma math classes.

#### Face to Face Academy

1165 Arcade Street

**Phone:** 651-772-5554

**Provides:** Charter high school for students who have not experienced success in more traditional school settings. Students must be between 15 and 19 and have completed the 8th grade.

#### Neighborhood House

179 Robie Street East

**Phone:** 651-789-2500

**Provides:** English as a Second Language (ESL) classes Monday–Friday; morning, afternoon and evening classes.

**Remarks:** Must register before beginning of each quarterly session. Intake testing is done Mondays at 6:30 pm or Fridays at 9 am. Classes are free and open to people of any languages, especially Somali, Hmong and Spanish. Call to register.

#### St. Paul Public Schools Placement Center

2102 University Avenue West

**Phone:** 651-632-3700

**Remarks:** This is the main contact number for enrolling children into St. Paul Public Schools. Information and referral can be given for such additional school programs as Early Childhood education, special education, and others. Spanish, Hmong and Somali translators are available, as is a Karen support person.

#### Vietnamese Social Services of Minnesota

277 University Avenue West

**Phone:** 651-641-8904

**Hours:** Monday-Friday 8:30 am-4 pm.

**Provides:** ESL classes, numeracy, workplace English and computer instruction classes. Classes are MFIP eligible.

## Veterans

### Veterans Upward Bound, MCTC

1501 Hennepin Avenue South, Minneapolis

**Phone:** 612-659-6580 / 612-659-6579

**Hours:** Monday through Friday from 8:30 am–5 pm.

**Provides:** Instruction in writing, math, reading, study skills, computer literacy, and word processing; academic assessment; personal, academic and career counseling. GED preparation and referrals to resources to assist vets to pay for GED testing.

**Remarks:** Free for all Veterans with 180 days active duty and who have not been dishonorably discharged. Vets entitled to GI Bill can receive full benefits if enrolled.

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## B. Job Training & Placement

### Goodwill/Easter Seals

553 North Fairview Avenue

**Phone:** 651-379-5997

**Provides:** Goodwill Easter Seals provides NO COST, hands-on training to eligible students along with job placement assistance. Eight and twelve week classes offer certification in Banking and Finance, Contact Center/Customer Service, Medical Office, Automotive Service, and Construction. Students learn the technical skills needed for their new career and receive assistance with resumes, applications, interviewing, job search, retention and advancement. In addition we offer College and Career Navigation to support students interested in additional post-secondary education options.

**Remarks:** For more information visit [www.goodwilleasterseals.org](http://www.goodwilleasterseals.org) and click on “We Train” or call 651-379-5837 to learn more. Information sessions are held the 2nd at 4th Tuesday of each month at 553 Fairview Ave N. Please arrive by 1:45 pm.

### HHH Job Corps Center

1480 North Snelling Ave.

**Phone:** 651-642-1133

**Enrollment Phone:** 1-800-733-5627

**Office Hours:** Monday through Friday 8 am–4 pm.

**Provides:** 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, medical office administration, building and apartment maintenance, and office occupations. GED and basic skills classes, job placement assistance, a residential living program and on-site health & wellness services available.

**Remarks:** Every Thursday there is a program orientation and tour at 8:30 am. Registration is at 8:15 am. It is a zero-tolerance campus.

### Minnesota Workforce Center

540 Fairview Avenue North #100 (Griggs Midway Bldg.)

**Phone:** 651-642-0363

**Toll-Free Phone:** 1-888-GET-JOBS (438-5627)

**Hours:** Monday through Friday 8 am–4:30 pm.

**Provides:** Computerized job listings. Resource room includes library of employment publications, interviewing and resumes; on-line job banks, child care information, and the Minnesota Career Information System are available on computers.

### Open Access Connections

**Phone:** 651-643-0883

**Provides:** Through community outreach sites and a network of community agencies, Open Access Connections provides an 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 professionals. It also serves as a safe phone number for victims of domestic abuse. There is no charge. Call for a referral to a participating agency or visit <http://tinyurl.com/OACOutreach> for updated outreach locations.

**Remarks:** Open Access Connections also provides free Lifeline supported cell phones through a partnership with EnTouch Wireless. To receive a free cell phone, you can visit one of our outreach sites to complete an application. Please bring a state issued photo ID and proof of low-income status such as an EBT card or Medicaid card.

### Salvation Army Social Services

St. Paul Citadel, 401 West 7th Street

**Phone:** 651-224-6946

**Provides:** Resume-writing assistance, access to Twin Cities job postings, referral service and more.

### St. Paul Public Library

Various locations

**Phone:** 651-266-7000

**Provides:** 13 locations throughout the city that offer free job search help and computer skills classes. This includes walk-in, one-to-one help with job search assistance counselors as well as Internet, email, and Microsoft Word classes. Our programs, classes and services are free, and all are welcome. Call or visit [www.sppl.org/workplace](http://www.sppl.org/workplace), or stop in at any Saint Paul Public Library to learn more.

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## C. Day and Temporary Labor

Note: persons who apply to work at a day or temporary labor firm will be asked to provide a picture ID and social security card; and for those persons who are not US citizens, a “green card” will be required.

### Adecco Personnel Services

101 East 5th Street, Suite 206

**Phone:** 651-224-4040

**Hours:** Monday–Friday 7:30am–5:30 pm; call for appointment.

**Type of work:** Clerical and light industrial

**Remarks:** Some testing and previous experience is required. Online application at [www.addecona.com](http://www.addecona.com).

### Atlas Staffing

189 7th Place East

**Phone:** 651-222-5894

**Hours:** Monday–Friday 5am-6pm; Saturday 8–10 am

**Type of work:** Light industrial, warehouse, packaging, food service, assembly, moving

**Pay schedule:** Average wages \$8.00 & up.

### Doherty Staffing

1546 Woodland Dr., Woodbury

**Phone:** 651-771-2368

**Hours:** Monday–Friday from 6 am until 5 pm. Applications are taken from 9 am–3 pm.

**Type of work:** Light industrial, food service, clerical, administrative, and some technical positions.

**Pay schedule:** \$8 and up.

**Remarks:** An interview and skills testing are required. Clerical assignments are handled at a different office. Call 651-489-5000.

### Midwest Staffing

1885 University Ave. #121

**Phone:** 651-641-0442

**Hours:** Monday–Friday 6:30 am–5:30 pm; Saturday 7–10 am. Call to make an appointment to apply.

**Type of Work:** Light industrial, clerical

**Pay Schedule:** \$8.00–\$12.00; paid weekly

### Spartan Staffing

979 Arcade Street

**Phone:** 651-774-9675

**Hours:** Monday–Friday 8 am–5 pm.

**Type of Work:** light industrial, heavy industrial, machine/assembly, packaging, general labor.

**Remarks:** Call for an appointment for application and interview. They work with felony-friendly employers.



# Section 5.

## Special Help & Advocacy

### A. Youth Programs

#### Face to Face Academy

1165 Arcade Street

**Phone:** 651-772-5544

**Provides:** Charter high school for students who have not experienced success in more traditional school settings. Students must be between 15 and 19 and have completed the 8th grade.

#### Neighborhood House

179 Robie Street East

**Phone:** 651-789-2500

**Hours:** Monday through Friday after-school program (hours and program vary during the summer).

**Services:** Drop-in center for youth ages 6-17; teen club groups; short-term counseling; latchkey program; summer programs. (Parents must complete registration for children.)

#### Safe Zone

130 7th Street East

**Phone:** 651-224-9644

**Hours:** Monday through Friday 1–8 pm; Saturday 1–5 pm.

**Provides:** Referrals for shelter, meals and hospitality for youth ages 14-24 years old. Other programs include medical services, case management, GED tutoring, and mental health services and referrals. Showers available during drop-in hours.

**Remarks:** If you need shelter after 8 pm, call 651-215-2262.

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### B. Services for Immigrants

#### **Asian**

##### Center for Asians and Pacific Islanders

3702 East Lake Street, Minneapolis

**Phone:** 612-721-0122

**Hours:** Monday–Friday, 8:30 am–4:30 pm.

**Provides:** Food shelf for Asian immigrants (located at 310 East 38th St. #29); supportive services and cultural education; elderly program; and employment services.

## **African**

### African Community Services

1305 East 24th Street (Lower level), Minneapolis

**Phone:** 612-721-9984

**Hours:** Monday–Friday 9 am-5 pm.

**Provides:** Services for newly arrived refugees including: employment assistance (application/resume preparation, job search skills, interview preparation), refugee social service programming including assistance finding child care, infant program, housing, home furnishings and other supportive referrals.

**Remarks:** Call program manager to determine program eligibility. Staff speaks nine African languages.

## **Karen**

### Karen Organization of Minnesota

1394 Jackson Street #200

**Phone:** 651-788-7593

**Hours:** Monday-Friday 9 am-5 pm.

**Provides:** Support and services for Karen and Burmese refugees in Minnesota. Services include employment training and job search assistance, referrals to social services, health care, housing, and a restorative farming program. Youth programs include academic tutoring, socialization education, mental health referral and leadership training.

### Vietnamese Social Services of Minnesota

277 University Avenue West

**Phone:** 651-632-8927

**Hours:** Monday-Friday 8:30 am-4 pm.

**Provides:** Services for Karen refugees. Karen Support Project: access to medical, social, and economic services. Karen Youth Support: Social and recreational activities, workshops on crime, drugs and alcohol, access to tutoring programs, parent support. Elders: individual help in accessing medical and social services, Social Security, transportation, ESL classes open to anyone, and US citizenship classes. Self-sufficiency: employment and job search/ placement services and follow-up. Health Education: preventive health education and information; classes on topics such as chemical dependency, cancer, nutrition, and diabetes; and access to cancer screening; Karen mental health—classes and referrals to mental health services. Literacy: English and Workplace English classes. There are also MNsure navigators to assist with health insurance questions. Translators available in Karen, Vietnamese and Burmese.

## **Korean**

### Korean Service Center

630 Cedar Avenue South #B-1, Minneapolis

**Phone:** 612-342-1344

**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.

## **Latino**

### Comunidades Latinos Unidos en Servicios (CLUES)

797 East 7th Street

**Phone:** 651-379-4200

**Hours:** Monday–Thursday, 8:30 am–7pm; Friday 8:30 am–5pm

**Provides:** Classes in English, computers, citizenship, and literacy; employment advocacy; women’s program; seniors program; chemical health and mental health assistance. Legal rights clinic, call 651-752-6677 Monday, Wednesday and Thursday 9 am–1 pm. The Minneapolis CLUES office has additional vocational, counseling, chemical dependency, health related programs, and GED preparation classes. Call 612-746-3500 for more information.

### Mexican Consulate/Consulado de México

797 East 7th Street, St. Paul

**Phone:** 651-772-4084

**Emergency/Protection Phone:** 651-772-4417

**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**

### Comunidades Latinos Unidos en Servicios (CLUES)

797 East 7th Street

**Teléfono:** 651-379-4200

**Horas:** de Lunes a Jueves de 8:30 am–7 pm; Viernes de 8:30 am–5 pm.

**Servicios:** Consejería para jóvenes que tienen dependencia química; clases de inglés, computadores, y ciudadanía. Consejería de Derechos Legales llámame 651-752-6677 cada lunes, miércoles, y jueves 9 am–1 pm. La oficina de CLUES en Minneapolis tiene otros programas como: empleo, dependencia química, programas de salud y clases de GED. Llamar a 612-746-3500.

### Mexican Consulate/Consulado de México

797 East 7th Street, St. Paul

**Teléfono:** 651-772-4084

**Emergencia:** 651-772-4417

**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, administrativa, 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.

### **Vietnamese**

#### Vietnamese Social Services of Minnesota

277 University Avenue West

**Phone:** 651-632-8927

**Hours:** Monday-Friday 8:30 am-4 pm.

**Provides:** Services for Vietnamese refugees and immigrants. Elders: social/recreational activities for seniors and individual help in accessing medical and social services, Social Security, transportation, ESL classes, and US citizenship classes. Self-sufficiency: employment and job search/placement services and follow-up. Youth: Serves students in several Twin Cities public schools, providing workshops on crime prevention, chemical dependency prevention, and tutoring, social/recreational/cultural activities, as well as workshops for parents. Health Education: preventive health education and information; classes on topics such as chemical dependency, cancer, nutrition, and diabetes; and access to cancer screening. Literacy: English and Workplace English classes. There are also MnSure navigators to assist with health insurance questions. Translators available in Karen, Vietnamese and Burmese..

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## **C. Help for Veterans**

### Minneapolis VA Community Resource & Referral Center (CRRC)

1201 Harmon Place, Minneapolis

**Phone:** 612-313-3240

**Hours:** Monday through 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.

### Minnesota Assistance Council for Veterans (MACV)

**Phone:** 612-726-1327

**Hours:** 8 am-5 pm. Call to set up an appointment.

**Provides:** Transitional housing, rental assistance, employment and legal services for veterans. Call for information about eligibility.

### Minnesota Department of Veterans Affairs

1 Federal Dr., Room G220 (Henry Whipple Bldg.), Minneapolis.

**Phone:** 612-970-5662 (claims only); Vet LinkageLine is toll-free 1-888-546-5838

**Provides:** 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.

### Ramsey County Veterans' Service

90 West Plato Blvd. #210

**Phone:** 651-266-2545

**Hours:** Monday–Friday, 8 am–4 pm.

**Provides:** Assistance to all veterans, veterans' dependents and survivors to apply for state, federal or county benefits. Veteran Service Office will help veterans access medical benefits and housing assistance through the VA Medical Center. Office staff will assist veterans in obtaining DD214s and submit paperwork to request an upgrade to character of discharge. If veterans benefits are not available staff can provide referrals to other sources of services.

**Email:** askveteransservice@co.ramsey.mn.us.

### Salvation Army Harbor Light Center

1010 Currie Avenue, Minneapolis

**Phone:** 612-767-3100 x3144

**Provides:** Two new housing facilities for homeless veterans have been opened by the Salvation Army and its partners. Call for info.

**Remarks:** Additional programming provided for veterans. Veterans must apply through VA's Front Porch meetings at VA Medical Center on Thursdays at 7:30 am, or at the Veteran's Community Resource and Referral Center (1201 Harmon Place, Minneapolis) Monday through Friday at 7:30 am.

### 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.

**Phone:** 612-313-3240 (Monday–Friday 7 am–5 pm)

**Outreach locations:** Call for outreach schedule at the following sites. Minneapolis: Catholic Charities Opportunity Center (Branch III), Salvation Army Harbor Light Center, Simpson Shelter. St. Paul: Dorothy Day Center, Union Gospel Mission, Listening House.

### Veterans Resource Center

550 County Rd D, Suite 10, New Brighton

**Phone:** 651-644-4022

**Hours:** Monday through Friday from 7:30 am–6 pm.

**Provides:** individual and group counseling, family counseling, stress management; limited evening appointments available.

**Remarks:** services are officially for any combat veterans. May also accommodate vets outside of office hours.

### Veterans Upward Bound

Minneapolis Community & Technical College

1501 Hennepin Avenue South, Minneapolis

**Phone:** 612-659-6580 / 612-659-6579

**Hours:** Monday through Friday from 8:30 am–5 pm.

**Provides:** Instruction in writing, math, reading, study skills, computer literacy, academic, career and benefits advising. GED preparation and referrals to resources to assist vets to pay for GED testing.

**Remarks:** Free for all Veterans with 180 days active duty and who have not been dishonorably discharged. Vets entitled to GI Bill may receive full benefits if enrolled.

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## D. Victims of Abuse and Crime

### Women & Children

#### Casa de Esperanza

**Crisis/Intake phone:** 651-772-1611 (24-hours)

**Provides:** Safe shelter for battered women and children. Support for lesbian-transgender people also available.

**Services:** Will help battered women find apartment of their own as well as apply for welfare assistance if needed; community advocacy program for Latinas also available. Bilingual (English/Spanish) staff.

#### Cornerstone

**24-Hour Crisis Phone:** 952-884-0330 or toll-free 1-866-223-1111

**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.

#### PRIDE

4123 East Lake Street, Minneapolis

**Phone:** 612-728-2080

**24-Hour Crisis Line:** 612-728-2062 / 1-888-774-3399

**Remarks:** PRIDE serves women, girls and transgendered youth who are victims of prostitution. They have support groups for parents whose children are at risk of prostitution or have run away. Provides assessment and referrals for males in prostitution.

#### Women of Nations—Eagle's Nest Shelter

**24-Hour Crisis/Intake phone:** 651-222-5836 or 1-877-209-1266

**Provides:** Safe shelter for 44 women and children who are victims of domestic violence. Can provide referrals if needed.

**Services:** Community Advocacy Program provides assistance with Orders for Protection, housing, food, support groups and childrens programs. Emergency center for domestic abuse victims.

### Women's Advocates

**Phone:** 651-227-8284 or toll-free 866-223-1111

**Hours:** 24 hours a day.

**Provides:** Assistance in obtaining safe shelter, referrals and information. Some legal services provided.

### **Men and Women (Adults and Youth)**

#### Cornerstone

**24-Hour Crisis Phone:** 952-884-0330 or toll-free 1-866-223-1111

**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 alternative housing while also accessing comprehensive services.

#### Council on Crime and Justice

822 South 3rd St. #100, Minneapolis

**Phone:** 612-340-5400 (24 hours a day).

**Provides:** Support and advocacy for victims of general crimes, referrals to other services, assistance with reparations and exercising legal rights, community education; limited emergency funds.

#### Domestic Abuse Project, Inc.

204 West Franklin Avenue, Minneapolis

**Phone:** 612-874-7063

**Hours:** Monday–Thursday 9 am–8:30 pm; Friday 9 am–4 pm.

**Provides:** Crisis counseling, intervention, long term counseling and support groups; therapy for couples and families, and a support group for veterans. Legal and community advocacy programs are offered, as well as groups for children who witness domestic violence, for adolescent boys who are violent in dating relationships, and for adolescent boys and girls who witness violence.

**Remarks:** Services are for men, women, children and adolescents. There is a domestic abuse treatment program for men. All services are on a sliding scale based on ability to pay.

#### OutFront Minnesota

310 East 38th Street #204, Minneapolis

**Phone:** 612-822-0127

**24-hour crisis hotline:** 612-824-8434

**Provides:** Advocacy, information, support, counseling and safe-house referrals for victims of domestic violence. Serves gay and lesbian individuals.

#### OutFront Minnesota

Anti-Violence Anti-Harassment Advocate

310 East 38th Street #204, Minneapolis

**Phone:** 612-822-0127

**Provides:** Support for victims of hate crimes, assault, and harassment; assistance with police reports and pursuing reparations.

### Order for Harassment Restraining–Ramsey County

Room B122 Juvenile & Family Justice Center

25 West 7th Street

**Phone:** 651-266-5130

**Hours:** Mon–Fri 8 am–4:30 pm; appointments and walk-in available.

**Remarks:** For anyone who has experienced repeated or single-incident words, gestures or behavior that would threaten their safety, security and privacy. No relationship need exist between persons. There is a fee to file (\$327), but it can be waived sometimes, so bring proof of income with you.

### Order for Protection–Ramsey County

Room B122 Juvenile & Family Justice Ctr • 25 West 7th Street

**Phone:** 651-266-5130

**Hours:** Mon–Fri 8 am–4:30 pm; appointments and walk-in available.

**Remarks:** For people living together (or have lived with), who are related by blood, married, divorced, or who have a child in common. There must be actual or threatened violence or imminent fear in the recent past. There is no fee to file.

### Order for Protection–Metro Area

Hennepin County: 612-348-5073

Washington County: 651-770-0777 (24-hour crisis line)

Dakota County: 952-891-7256

**Note:** County Clerks who file these Orders can only provide some basic assistance. You may want to speak to an advocate who could help you throughout the entire process of obtaining an Order. Advocates have good knowledge of all parts of the legal system that a victim of domestic abuse may encounter. They can help prepare the forms for Orders, as well as accompany a petitioner to court or help locate child care for the hearings. Call Battered Women's Hotline for referrals, 612-825-0000.

### Open Access Connections

**Phone:** 651-643-0883

**Provides:** Through community outreach sites and a network of community agencies, Open Access Connections provides an 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 professionals. It also serves as a safe phone number for victims of domestic abuse. There is no charge. Call for a referral to a participating agency or visit <http://tinyurl.com/OACOutreach> for updated outreach locations.

**Remarks:** Open Access Connections also provides free Lifeline supported cell phones through a partnership with EnTouch Wireless. To receive a free cell phone, you can visit one of our outreach sites to complete an application. Please bring a state issued photo ID and proof of low-income status such as an EBT card or Medicaid card.



## E. Legal Assistance

### Immigrant Law Center of Minnesota-Oficina Legal

450 North Syndicate Street, #200

**Phone:** 651-641-1011

**Hours:** Monday–Friday 9 am–5 pm.

**Provides:** Legal representation and advice in various immigration matters to low-income residents.

### Neighborhood Justice Center

500 Laurel Avenue

**Phone:** 651-222-4703

**Hours:** Monday–Friday 8:30 am–4:30 pm; Call for appointment.

**Provides:** Legal representation for people who are charged with crimes in Ramsey, Dakota and Washington Counties who cannot afford an attorney.

**Remarks:** No fee for services, if you qualify; representation also available for Hmong, Spanish-speaking and Somali people.

### OutFront Minnesota

310 East 38th Street #204, Minneapolis

**Phone:** 612-822-0127

**Provides:** The Legal Advocate can help you determine if you need legal assistance on GLBT-related issues, can answer legal questions and/or refer you to someone who can answer your questions or represent your interest. Areas of legal issues addressed include: family law, housing, employment law and civil rights. There is no fee for information or referrals, however attorneys may charge for the services they provide.

### Project HOPE (Southern Minnesota Regional Legal Services)

55 East 5th Street #400

**Phone:** 651-222-5863

**Intake Hours:** Mondays & Thursdays 9 am–12 pm; Wednesdays 1–3 pm. Intake is done on a walk-in basis only. No phone intake.

**Provides:** Advocacy for poor and homeless people. This includes: assistance and advocacy in finding permanent housing; assistance dealing with landlords and unlawful detainers; referrals and information; referrals for mental health assessments; working with landlords to prevent evictions.

**Remarks:** There is no charge for services; must live in Ramsey Co.

Southern Minnesota Regional Legal Services (SMRLS)

55 East 5th Street, #400

**Phone:** 651-222-5863

**Intake Phone:** 651-222-4731; **Seniors Intake:** 651-224-7301

**Intake Line Hours:** Monday-Friday 9 am–noon and 1–3 pm. Walk-in intake can be done during these same hours.

**Provides:** Legal assistance for individuals with housing-related problems, government benefits, and family law (i.e., contested custody, domestic violence, etc.). Hmong, Somali, and Spanish interpreters are available at downtown office, and other languages can be interpreted as needed.

SMRLS Refugee Immigrant & Migrant Services

450 North Syndicate #285

**Phone:** 651-291-2837

SMRLS Eastside and American Indian Branch Office

579 Wells Street #100

**Phone:** 651-222-5863

Tubman Legal Assistance for Women (L.A.W.)

4432 Chicago Avenue South, Minneapolis

**Phone:** 612-871-0118 **TTY for hard-of-hearing:** 612-821-4757

**Hours:** Hours vary. Call for more information.

**Provides:** Legal advice and referrals to attorneys for family law matters. They also have informational workshops on family law-related topics. Limited resources for employment and family law.

**Remarks:** Fees vary based on services. Half hour individual appointments available.

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

Minnesota Department of Human Rights

625 North Robert Street

**Phone:** 651-296-5663

**Hours:** Monday through Friday 8 am–4:30 pm.

**Remarks:** Takes complaints of discrimination

## F. Police Misconduct

If you are the victim of police misconduct or abuse you should do several things:

- seek medical attention
- write down the details right away
- photograph the injuries
- contact witnesses, if any

If you think you were discriminated against on the basis of age, ancestry, color, creed, gender, national origin, religion, or sexual preference, contact:

St. Paul Dept. of Human Rights

15 West Kellogg, Room 240 (City Hall-Courthouse)

**Phone:** 651-266-8966

**Hours:** Monday–Friday 8 am–4:30 pm.

Federal Bureau of Investigation (FBI)

1501 Freeway Blvd., Brooklyn Center

**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.

St. Paul Police-Civilian Internal Affairs Review

367 Grove Street

**Phone:** 651-266-5583

**Hours:** Monday-Friday, 8 am–4 pm. At other times you may contact the Watch Commander at 651-266-5627 or leave a message for the Coordinator.

**Remarks:** The Police-Civilian Internal Affairs Review Commission is a partnership between the community and the St. Paul Police Dept. The City established the commission to receive and review complaints concerning the conduct of St. Paul peace officers.

**Procedure:** If you feel you or someone else has been treated improperly or unfairly by a St. Paul peace officer, you can complain to the Commission (651-266-5583) or the Internal Affairs Unit (IAU) of the police department (651-266-5760). To file a complaint, you must have been a victim of the misconduct or witnessed it. You must also sign a complaint. The Commission Coordinator or an IAU staff member will assist you in processing your complaint. The complaint must concern misconduct of a peace officer in their work as an officer.

Citizen Complaint Centers can also assist with filing a complaint:

1. NAACP 651-649-0520

2. Council on Asian-Pacific Minnesotans 651-296-0538

3. Council on Hearing Impaired 651-297-7305

4. Human Rights 651-266-8964

5. Urban League 651-224-5771

## G. Programs for Ex-Offenders

### AMICUS

3041 4th Avenue South, Minneapolis

**Phone:** 612-877-4250

**Remarks:** "Reconnect" is a referral program for re-entering offenders who are searching for jobs, housing, ID, family services, transportation, clothing, and other needs. Available to offenders in all Minnesota facilities (state and federal) and all ex-offenders, whether just out or years after release.

### Council on Crime and Justice

822 S 3rd Street, Suite 100, Minneapolis

Phone: 612-353-3000

**Expungement Line:** 612-353-3024

**Provides:** Services for families and friends of inmates, referrals for housing, financial, employment, and related needs, advocacy and case management. Hotline for crime victims: 612-340-5400.

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# Index

## A

Adecco Personnel Services 48  
Adult Literacy Hotline 45  
African American Family Services 43  
African Community Services 50  
Ain Dah Yung 14  
Alley Shoppe 5  
AMICUS 60  
Atlas Staffing 48

## B

Beverley A. Benjamin Youth Lodge 14

## C

Canvas Health 39  
Caroline Family Services 15, 21  
Casa de Esperanza 13, 54  
Catholic Charities 39  
Catholic Charities-Mary Hall 15  
Center for Asians and Pacific Islanders 49  
Children's Crisis Response 14, 39  
Community Action of Ramsey & Washington Counties 26  
Comunidades Latinos Unidos en Servicios (CLUES) 40, 51  
Cooper Law Firm 30  
Coordinated Access to Housing and Shelter 12, 18  
Cornerstone 2, 13, 54, 55  
Council on Crime and Justice 55, 60

## D

Dakota County 56  
Dayton Ave. Presbyterian Church 5  
Department of Indian Work 5, 6  
Doherty Staffing 48  
Domestic Abuse Project, Inc. 55  
Dorothy Day Center 9, 10, 11, 37

## E

East Side Family Clinic & Health Start 31  
Emergency Assistance 25  
Emma's Place 16  
Emma Norton Services 15  
Energy Assistance 26

## F

Face to Face Academy 45, 49  
Face to Face Health & Counseling Service 37, 40, 42  
Family Tree 31, 37  
Federal Bureau of Investigation (FBI) 59

## **G**

General Assistance 27  
God's Closet 5  
Goodwill/Easter Seals 6, 46

## **H**

Hallie Q. Brown/MLK Center 5, 6  
Health Care for the Homeless 36  
Hennepin County 56  
HHH Job Corps Center 46  
HomeLine 18  
HSI Crisis Connection 40

## **I**

Immigrant Law Center of Minnesota-Oficina Legal 57

## **J**

Joseph's Coat 5  
Juel Fairbanks Chemical Dependency Services 16, 43

## **K**

Karen Organization of Minnesota 50  
Keystone Community Services 7, 21  
Korean Service Center 51

## **L**

Listening House of St. Paul 11  
Love Lines 40  
LSS Life Haven 16  
LSS Rezek House 16  
LSS Safe House 14  
Lutheran Social Services-East Metro 40

## **M**

Medical Assistance 28  
Merrick Community Services 7  
Metropolitan Center for Independent Living 21  
Metro Shelter Hotline 11  
Mexican Consulate/Consulado de México 51, 52  
Midwest Staffing 48  
Minneapolis VA Community Resource & Referral Center 52  
Minnesota Adult & Teen Challenge 43  
Minnesota AIDS Project 37  
Minnesota Assistance Council for Veterans (MACV) 52  
Minnesota Attorney General's Office 18  
Minnesota Department of Veterans Affairs 53  
Minnesota Family Investment Program 25  
Minnesota Food Helpline 8, 27  
Minnesota Supplemental Aid 28  
Minnesota Workforce Center 47  
Minnesota Department of Human Rights 58

MNsure 28, 31  
My Home Inc. 40

## **N**

Naomi Family Residence 16  
Neighborhood House 8, 21, 45, 49  
Neighborhood Justice Center 57

## **O**

Open Access Connections 19, 47, 56  
Open Cities Health Center 32, 38  
Order for Harassment Restraining–Ramsey County 56  
Order for Protection–Metro Area 56  
Order for Protection–Ramsey County 56  
OutFront Minnesota 55, 57

## **P**

People Incorporated Mental Health Outreach 42  
People Incorporated Project Recovery 43  
Portico Healthnet 32  
Portico Healthnet / 489-CARE Referral Line 32  
PRIDE 54  
Project HOPE 21, 57

## **R**

Ralph Reeder Center 8  
Ramsey County Chemical Assessment & Referral Unit 44  
Ramsey County Crisis Outreach 41  
Ramsey County Detox 44  
Ramsey County Emergency Men's Shelter 11  
Ramsey County Human Services 24, 25, 28  
Ramsey County Mental Health Center 41  
Ramsey County Veterans' Service 53  
Regions Hospital 41

## **S**

Safe Zone 11, 19, 49  
Salvation Army 22, 26, 27  
Salvation Army Booth Brown House 14, 17, 19  
Salvation Army-East Side 8, 9, 10  
Salvation Army Harbor Light Center 12, 17, 44, 53  
Salvation Army HOPE Harbor 19  
Salvation Army-Lakewood 9  
Salvation Army-St. Paul Citadel 8, 9  
Salvation Army Social Services 20, 30, 47  
Salvation Army Store 6  
Second Harvest Heartland 27  
Sharing Corners 9  
SMRLS Eastside and American Indian Branch Office 58  
SMRLS Refugee Immigrant & Migrant Services 58  
Social Security Administration 29

Southern Minnesota Regional Legal Services 20, 58  
South Metro Access 42  
Spartan Staffing 48  
St. Andrew's Community Resource Center 10, 13  
St. Anthony Residence-Catholic Charities 16  
St. Joseph's Hospital Addiction Medicine Clinic 44  
St. Mary's Health Clinics 32  
St. Matthew's Church 10  
St. Paul Dept. of Human Rights 59  
St. Paul Police-Civilian Internal Affairs Review 59  
St. Paul Public Library 21, 47  
St. Paul Public Schools 45  
St. Paul-Ramsey County Public Health 33, 38  
St. Stephen's Human Services 22  
St. Vincent dePaul Society 6, 20  
Supplemental Nutrition Assistance Program (SNAP) 26

## **T**

Theresa Living Center 17  
The Bridge 14, 15  
Tubman 41, 44, 58

## **U**

Union Gospel Mission 6, 9, 10, 12, 17, 38  
University of Minnesota Dental School 39  
U.S. Department of Veterans Affairs 53  
United Family Medicine 33

## **V**

VA Medical Center 42  
Veterans Resource Center 53  
Veterans Upward Bound 46, 54  
Vietnamese Social Services of Minnesota 45, 50, 52

## **W**

Walk-in Counseling Center 41  
Washington County 56  
West Side's Health Care for the Homeless 37  
West Side Dental Clinic 39  
West Side Health Center — "La Clinica" 33  
WIC Program (Women Infants Children) 9  
Women's Advocates 13, 55  
Women of Nations—Eagle's Nest Shelter 13, 54

## **Y**

YWCA St. Paul 18





## **Order Form for the 2016-2017 St. Paul Handbook of the Streets:**

Name \_\_\_\_\_

Agency \_\_\_\_\_

Address \_\_\_\_\_

City, ST ZIP \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

### **2016-2017 St. Paul Handbook of the Streets**

\_\_\_\_\_ copies for staff or non-poor & homeless people  
@ \$6 = (A) \$ \_\_\_\_\_

*\*\*After you have ordered some books at the staff rate, you  
may order copies to distribute at the following rate \*\**

\_\_\_\_\_ copies for client distribution  
@ \$1 = (B) \$ \_\_\_\_\_

Total number of copies: \_\_\_\_\_

Postage and handling (C) (see chart below): \$ \_\_\_\_\_

#### **Amount due:**

(A) Staff copies:        \$ \_\_\_\_\_  
+ (B) Client copies:    + \$ \_\_\_\_\_  
+ (C) Postage:         + \$ \_\_\_\_\_  
= TOTAL DUE            = \$ \_\_\_\_\_

Total Copies	Add Postage
1	\$2.50
2-5	\$4.00
6-20	\$6.00
21-50	\$7.25
51-75	\$12.00
76-100	\$16.00
101-150	\$22.00
151+	Call for total

**Check made payable to:**  
St. Stephen's Human Services

**Mail to:**  
St. Stephen's Human Services  
Attn: Handbook  
2309 Nicollet Avenue  
Minneapolis, MN 55404  
Phone: 612-870-2283



St. Stephen's Human Services offers help to people experiencing homelessness. Support includes:

**Housing opportunities** and support for individual adults and families, including Kateri Residence for Native American women, our rapid rehousing partnership helping families and singles move quickly out of shelters, and long-term supportive housing for families and single adults.

**Shelter & Emergency Services:** Our shelter is open every night for adult men. We also provide on-the-spot Street Outreach to anyone living outside, as well as additional helpful resources including Representative Payee services, assistance obtaining birth certificates, holiday drop-ins and the Handbook of the Streets.

**Community Engagement:** Educational and advocacy opportunities to promote a greater understanding of homelessness, through our zAmya Theater Project, A Day in the Life Program, and community speakers.

## **St. Stephen's Human Services**

**2309 Nicollet Avenue South**

**Minneapolis, MN 55404**

**(612) 874-0311**

**[www.ststephensmpls.org](http://www.ststephensmpls.org)**

ending homelessness

st. stephen's HUMAN SERVICES