

# Handbook of the Streets

## Saint Paul

2019–2020  
15th Edition

**A Resource Guide for  
People in Need**

### Quick Reference:

Food .....	Page 6, 9
Shelter.....	11
Public Assistance .....	23
Health Care .....	31
Education.....	45
Employment.....	47
Veterans.....	53
Legal Services.....	58

*prepared by*



**ST. STEPHEN'S**

Ending Homelessness

# Hotlines/Emergency Phones

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.

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 families and individuals in crisis who are victims of domestic abuse, sexual abuse or trafficking.

Crisis Text Line

Text MN to 741741 to be connected to a counselor who will help diffuse a crisis and help connect to local resources.

**Hours:** 24 hours a day, 7 days a week

Metro Shelter Hotline (see also p. 11)

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

Minnesota Food Helpline (see also p. 7)

**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).

Ramsey County Crisis Outreach (see also p. 40)

**Phone:** 651-266-7900

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

SafeZone (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:** 800-273-8255

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. 56)

**Phone:** 651-227-8284

Battered women's shelter hotline

Youth Services Network

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

**Provides:** Resources for youth to find shelter and services.

# 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 & Supportive Housing .....	14
H. Housing Assistance .....	18
I. Furniture .....	21
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. Health Care for the Homeless .....	33
<b>Map of Downtown St. Paul</b> .....	<b>34</b>
C. HIV / STD / Pregnancy Testing .....	36
D. Dental Care.....	38
E. Mental Health Services .....	38
F. Veterans .....	41
G. Youth.....	42
H. Alcohol/Chemical Dep. Counseling & Treatment .....	42
<b>Section 4. Education &amp; Employment</b> .....	<b>45</b>
A. Educational Programs.....	45
B. Job Training & Placement.....	47
C. Day and Temporary Labor .....	48
<b>Section 5. Special Help &amp; Advocacy</b> .....	<b>50</b>
A. Youth Programs.....	50
B. Services for Immigrants.....	51
C. Help for Veterans .....	53
D. Victims of Abuse and Crime.....	55
E. Legal Assistance .....	58
F. Police Misconduct.....	59
G. Programs for Ex-Offenders.....	60
<b>Index</b> .....	<b>61</b>

# Acknowledgments

St. Stephen's Human Services extends thanks to the many organizations and individuals who have helped with production of the 15th edition of the St. Paul *Handbook of the Streets*.

We are grateful to volunteers Sylvia Bachmann, Johnny Imgrund, Kate Neis, and Richelle Pearl-Koller 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 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 handbook.

*Mike Menner  
St. Stephen's Human Services  
May 2019*

---



## ST. STEPHEN'S

### Ending Homelessness

©2019 St. Stephen's Human Services  
2309 Nicollet Avenue, Minneapolis, Minnesota 55404  
All rights reserved. Reproduction in whole or in part  
is not permitted without the written permission  
of 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 holidays and two weeks before Memorial Day. Reopens one week after Labor Day.

**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.

### Department of Indian Work

1671 Summit Avenue

**Phone:** 651-789-3856

**Hours:** Monday 2-7 pm; Tuesday through Thursday 9:30 am-2:30 pm. Closed Fridays.

**Remarks:** Only serves Native Americans.

### The Giving Rack

965 Sherwood Avenue (Beloved Church)

**Phone:** 952-679-6327

**Hours:** Monday and Tuesday 4-7 pm. Hours may vary. Call for info or check their Facebook page.

**Remarks:** Free adult and children's clothing.

### Hallie Q. Brown/MLK Center

270 North Kent

**Phone:** 651-224-4606

**Hours:** Monday through Thursday 10 am-4 pm; Friday 11 am-3 pm.

**Remarks:** Free clothing; open to all. Please bring your own bags.

### Joseph's Coat

1107 West 7th Street

**Phone:** 651-291-2472

**Hours:** Monday and Wednesday 9 am–12 pm and 1-4 pm. Closed the first full week of each month. Hours are limited during November, December and January. Check the website for specific hours: [www.josephscoatmn.org](http://www.josephscoatmn.org).

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

### Union Gospel Mission Twin Cities

435 University Ave E

**Phone:** 651-789-7606

**Hours:** Monday-Friday 9 am-4 pm; Saturday 9 am-3:30 pm.

**Remarks:** Free clothing and personal hygiene items for overnight residents of UGM only. Those who have a pay bed can also visit between 4:30-7 pm Monday through Friday.

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

Goodwill

1239 University Avenue West

**Phone:** 651-646-0377    **Website:** [www.goodwilleasterseals.org](http://www.goodwilleasterseals.org)

**Hours:** Monday–Friday 9 am–9 pm; Saturday 9 am–6 pm; Sunday 11 am–6 pm. Donations accepted up to 1 hour before closing.

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

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

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

Salvation Army Store

1907 Suburban Avenue

**Hours:** Monday–Saturday 9 am–9 pm.

---

## B. Food Shelves

Most food shelves require photo ID and proof of residence (utility bill, medical card, etc.). They will serve a person only once a month. If you are unsure which food shelf to go to, call United Way 211 at 651-291-0211.

Department of Indian Work

1671 Summit Avenue

**Phone:** 651-789-3856

**Hours:** Monday 2-7 pm; Tuesday-Thursday 9:30 am-2:30 pm.

**Remarks:** Only serves Native Americans.

Hallie Q. Brown/MLK Center

270 North Kent

**Phone:** 651-224-4606

**Hours:** By appointment. Monday 9 am–6 pm; Tuesday–Friday 9 am–5 pm. Fresh produce and breads available Monday, Wednesday and Friday 3–5 pm or until all is gone.

**Remarks:** May use once a month for those in service area. Photo ID and proof of current address required. Please bring your own bags.

**Service Area:** Victoria to Hamline; Pierce Butler to Grand.

Keystone Community Services

To be eligible for Keystone food shelf services, you must:

- Establish a need.
- Have an income within 200% of the federal poverty guidelines.
- Live in the Keystone service area, a large area in Ramsey County – from downtown St. Paul to Roseville, from Little Canada to the Midway and North End areas of St. Paul.
- At all locations, arrive 1 hour early to take a number.

Keystone Community Services, continued

Midway

1916 University Ave. W.

**Phone:** 651-917-3792

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

Rice Street

1459 Rice Street Suite 3

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

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

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

Roseville

2833 N. Hamline Ave.

**Phone:** 651-756-7018

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

Merrick Community Services

Woodland Hills: 1740 Van Dyke Street, Door B

**Phone:** 651-287-2088

**Hours:** Wednesday and Thursday 10–11:30 am. Call to sched-  
ule an appointment.

Arcade: 1669 Arcade Street, Door 3

**Phone:** 651-287-2088

**Hours:** Monday 3–5:30 pm; Tuesday 10–11:30 am. Call to  
schedule an appointment.

**Remarks:** Adults must bring valid photo ID and piece of current  
or previous month's mail; need social security card, birth certifi-  
cate or medical card for kids.

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

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 refer-  
ral helpline. Callers can be screened for SNAP eligibility and  
assisted with completing the application. Assists callers in  
locating food resources in their own community such as a  
food shelf and/or hot meal site. Also makes referrals for  
other public food programs like WIC (Women, Infants and  
Children and NAPS (Nutrition Assistance Program for Seniors).

Neighborhood House

179 Robie Street 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

2544 Mounds View Blvd., Mounds View (Silver View Plaza)

**Phone:** 651-621-6280

**Hours:** Appointment only. Call Monday–Friday 9 am–noon to set an appointment. Appointments are available during the day Monday through Friday, as well as Tuesday 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 a month.

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 appointment only. Monday and Wednesday 9-11 am; Tuesday and Thursday 1-3 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. Brown Bag for Seniors on the third Monday of the month from 9-11:30 am.

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. Emergency walk-ins Monday through Friday.

### 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 Street

Fridays at 11 am (Must arrive before 11 am to get a number.)

### 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.

---

## **C. Free Meals**

### **Breakfast**

Catholic Charities St. Paul Opportunity Center

*Currently serving at Dorothy Day Place in the Mary Hall facility.*

*Until Fall 2019: 438 Dorothy Day Place (formerly Main Street)*

*Beginning Fall 2019: 430 Dorothy Day Place*

Serves breakfast seven days a week from 9–9:30 am. (Continental breakfast Monday-Friday, hot breakfast Saturday and Sunday.)

Union Gospel Mission Twin Cities

435 East University Ave.

Breakfast served 6:30-7:30 am.

### **Lunch**

Catholic Charities St. Paul Opportunity Center

*Currently serving at Dorothy Day Place in the Mary Hall facility.*

*Until Fall 2019: 438 Dorothy Day Place (formerly Main Street)*

*Beginning Fall 2019: 430 Dorothy Day Place*

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.

### Union Gospel Mission Twin Cities

435 University Avenue East

Lunch served 12-1 pm.

### **Dinner**

#### Catholic Charities St. Paul Opportunity Center

*Currently serving at Dorothy Day Place in the Mary Hall facility.*

*Until Fall 2019: 438 Dorothy Day Place (formerly Main Street)*

*Beginning Fall 2019: 430 Dorothy Day Place*

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 Twin Cities

435 University Avenue East

Dinner served 5:30-6:30 pm.

---

## **D. Showers**

### Union Gospel Mission Twin Cities

435 East University Avenue

Showers available from 10 am-2 pm 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.

#### Catholic Charities St. Paul Opportunity Center

*Currently serving at Dorothy Day Place in the Mary Hall facility. Will open in new space in Autumn 2019.*

*438 Dorothy Day Place (formerly Main Street)*

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

---

## **E. Drop-in Centers**

### Catholic Charities St. Paul Opportunity Center

*Currently serving at Dorothy Day Place in the Mary Hall facility.*

*Until Fall 2019: 438 Dorothy Day Place (formerly Main Street)*

*Beginning Fall 2019: 430 Dorothy Day Place*

**Phone:** 651-647-2552

**Hours:** Seven days a week, 9–11:30 am and 2–5 pm.

**Provides:** See pages 9-10 for meals. Laundry every day at 9:00 am.

Cost is \$1 for a wash/dry load.

### Listening House of St. Paul

464 Maria Avenue

**Phone:** 651-227-5911

**Hours:** Monday, Tuesday, Thursday 9 am-4:15 pm; Wednesday and Friday 9-11:30 am.

**Provides:** A drop-in center providing hospitality and practical assistance, spiritual and emotional support, information and referrals, free local phone, voice mail boxes through Open Access Connections, referrals to mental health outreach counselors; assistance obtaining state ID and birth certificates, twice a month. Socks Project gives socks to those who need them daily; and clothes/hygiene products available daily.

### SafeZone

130 7th Street East

**Phone:** 651-224-9644

**Hours:** Monday through Friday 1–8 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.

---

## F. Overnight Shelter

### Metro Shelter Hotline

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

**Remarks:** Provides information about emergency shelter and transitional housing for metro-area single adults, families, and youth.

## Single Adults

### ***Coordinated Entry for Single Adults:***

Single adults who are 25 years or older, currently experiencing homelessness and not staying in a shelter, will need to complete a housing assessment to determine long-term housing options. Call 651-647-3137 to begin the process. Youth should call 651-224-9644.

### Catholic Charities Higher Ground St. Paul Shelter

(formerly Dorothy Day Center)

435 Dorothy Day Place (formerly Main Street)

**Phone:** 651-647-2350

**Provides:** Dignified shelter for 70 women and 250 men in safe, secured space. Men's Pay-for-Stay shelter (24 lower bunk beds and 24 upper bunk beds) opens at 4 pm and you must be off the floor by 10 am. The women's shelter (60 bunk beds and 10 mats) and men's shelter (172 bunk beds and 20 mats) open at 5 pm and closes at 9:30 am. Each bunk comes with an attached locker.

Salvation Army Harbor Light Center

1010 Currie Avenue, Minneapolis

**Phone:** 612-767-3100

**Intake Phone (Adult Shelter Connect):** 612-248-2350

Must be referred to shelter through Adult Shelter Connect.

Emergency Housing: Provides shelter, personal hygiene items and meals for homeless single adults who are receiving GA, social security or other benefits. *Open to men and women.*

Sally's Place: A secure shelter for single homeless women.  
*Open to women only.*

SafeBay: A secure shelter for single homeless men.  
*Open to men only.*

Union Gospel Mission Twin Cities

435 University Avenue East

**Phone:** 651-789-7599

**Remarks:** Sign up for emergency shelter between 5-6 pm and attend evening service at 7:30 pm. Showers are mandatory between 2:30-5 pm. 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 Twin Cities 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. Beds cost \$6 a night, which includes breakfast, lunch, and evening meal.

**Families**

**Coordinated Entry for Families:**

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 United Way 211 at 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 Co. and suburban Ramsey Co.

## Victims of Abuse and Crime

### Casa de Esperanza

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

**Provides:** Safe shelter for women and children. Support for LGBT community members.

**Services:** Will help find transitional housing 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 who are victims of domestic abuse, sexual abuse or trafficking. 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:** 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 shelter residents only.

## Youth

### Ain Dah Yung

1089 Portland Avenue

**Phone:** 651-227-4184

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

Shelter for runaway and homeless youth, ages 5-17. Space for 5 boys and 5 girls. Youth may refer themselves, be referred by family members or a county child welfare agency.

**Services:** In-house counseling is offered for both individuals and families of residents.

### The Bridge

1111 West 22nd Street, Minneapolis

**24-Hour Crisis Phone:** 612-377-8800

**Remarks:** Space for 10-17 year olds. Call to see if space is available.

**Services:** Youth support groups, individual, and family counseling. Teen parenting program for 16-20 year olds with one child age 0-2.

### LSS Safe House

**Phone:** 651-644-3446

**Provides:** Safe shelter for youth ages 16-20 (all genders) who do not have a safe place; referrals can be from community youth workers or by self-referral; open from 6 pm-9 am Monday through Friday, and open 24 hours Saturday and Sunday.

**Intake procedures:** Call the Ramsey County Joint Shelter Line at 651-444-5757 between the hours of 10 am and 10 pm.

### Salvation Army Booth Brown House

1471 Como Avenue West

**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.

---

## G. Transitional & Supportive Housing

### Beverley 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.

**Remarks:** Sober living facility. Street outreach available.

### Catholic Charities Higher Ground St. Paul Residence

235 West 5th Street

**Phone:** 651-647-2330

**Provides:** Permanent housing for long-term homeless adults with disabilities, mental illness, chemical dependency, and housing barriers. Social services provided by Catholic Charities and Radian Health. 193 furnished Single Room Occupancy (SRO) units for homeless men and women with shared kitchens and baths. 10 units are medical respite. Permanent housing with supportive services for late-stage chronic alcoholic women (12 units).

**Intake:** Begin by calling Coordinated Entry for Single Adults, 651-647-3137.

### Emma Norton Services

670 North Robert Street

**Phone:** 651-224-1329

**Provides:** Housing for women who have no children living with them.

**Intake Procedures:** Walk-in intakes are done Wednesday from 9 am-12 pm. Must have access to Professional Statement of Need, but not required for interviews.

**Services:** 3 meals a day; case management; peer support; 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 in the household must be disabled. There are thirteen 3- or 4-bedroom townhomes available. Also offers supportive case management services and after school youth programming.

### Juel Fairbanks Chemical Dependency Services

806 North Albert St

**Phone:** 651-644-6204

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

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

**Remarks:** Some services not currently available. Call first.

### LSS Life Haven

325 Jenks Avenue East

**Phone:** 651-776-9805

**Provides:** 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:** Assessment is needed for intake through Streetworks Coordinated Entry. Visit [www.streetworks.org](http://www.streetworks.org) for information or call Life Haven.

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

### LSS Rezek House & Transitional Living Program

501 Asbury Street

**Phone:** 651-644-7739

**Provides:** Two-year transitional living program for homeless youth in Ramsey County, ages 16-24.

**Intake Procedures:** Assessment is needed for intake. Go to Youth Services Network for information, [ysnmn.org](http://ysnmn.org), or call Rezek House.

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

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

Naomi Family Residence

77 East 9th Street

**Phone:** 651-228-1800

**Provides:** A woman's and children's program that offers a holistic approach to care for up to 2 years. Transitional housing is also available. Rent depends on the size of family. An accredited preschool primarily designed for Naomi Family Residence families cares for younger children while school-aged children attend school and moms participate in programming.

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

St. Anthony-St. Paul Residence-Catholic Charities

902 Hersey Street

**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 Avenue West

**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 Med Center 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 - Caroline Family Services Rapid Rehousing  
917 East Jessamine Avenue

**Phone:** 651-774-5594

**Intake:** Single parent families, benefited and seeking housing in Ramsey County. Your first point of contact is with United Way 211, 651-291-0211 to receive a qualifying housing assessment. A more detailed housing assessment is done through the Family Housing Assessment team. All referrals are received through this process when openings occur. You must be homeless, have a source of income, and able to sign a lease with a landlord to be referred to the program.

**Provides:** We provide rapid rehousing for up to 24 months for single parent families 18 years old and up. Housing is in scattered site rental properties determined by the program and participants. The program is for single parent families with dependent children. Rent: Based on scattered site landlord requirements in Ramsey County. The program provides rental assistance and case management for families as they work towards self-sufficiency and independence.

**Remarks:** Participants should participate in case management and goal setting. We help participants seek permanent housing, which is all dependent upon their housing history, criminal history, and financial ability. *Not an emergency shelter.*

Theresa Living Center Residential Transitional Housing  
917 East Jessamine Ave.

**Phone:** 651-774-5594

**Intake:** Single women, single expecting moms less than 7 months pregnant should call coordinated entry for singles to complete a housing assessment. 651-647-2377 (singles housing assessor). If you are an expecting mom and more than 7 months pregnant the assessment process will be handled through United Way 211 651-291-0211. All referrals are received through this assessment process when openings occur. You must be homeless to be in the program and have minimum income of general assistance.

**Provides:** Transitional Housing for up to 24 months for single women 18 years old and up. You may be an expecting mom or have one child less than a year old.

**Rent:** 30% of household income, minimum rent of \$61 monthly.

**Remarks:** Residents should participate in goal setting, purchase and preparation of their own food, and perform household chores. Each resident have their own private bedroom, but share bathrooms and other common spaces. We help resident seek permanent housing, which is all dependent upon their housing history, criminal history, and financial ability. *Not an emergency shelter.*

### Union Gospel Mission Twin Cities

435 University Avenue East

**Phone:** 651-292-1721

**Remarks:** There are transitional housing rooms available at Union Gospel Mission Twin Cities. Room fee is \$165/month for a small single room or \$200/month for a larger room. There are some program requirements and there may be a 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:** All intake is done through the Ramsey County Coordinated Access to Housing and Shelter program. For shelter, call 651-291-0211 to begin the intake process.

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

---

## H. Housing Assistance

### Ramsey County 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 United Way 211 at 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.

### HOME Line Tenant Hotline

**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; information and directions to other agencies.

### 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 Lifeline supported cell phones through a partnership with EnTouch Wireless. There is a one-time fee for the cell phone, but monthly service will be free and includes 1,000 units of talk, unlimited text, and 100mb of data. You can visit one of our outreach sites to complete Lifeline phone application. Please bring a state issued photo ID and proof of low-income status, such as an EBT card or Medicaid card.

### SafeZone

130 7th Street East

**Phone:** 651-224-9644

**Hours:** Monday–Friday 1–8 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 Avenue West

**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 9-11:45 am 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.

---

## 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 Avenue, Maplewood

**Phone:** 651-770-4974

Bridging only: need referral and must pay with a money order.

**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).

---

## J. Advocacy & Case Management

### Keystone Community Services

2000 St. Anthony Avenue

**Phone:** 651-645-0349

**Provides:** Case management to homebound disabled to improve living skills & current situation. Referrals and follow-up. See page 6 for food shelf information.

### Metropolitan Center for Independent Living

530 Robert Street North

**Phone:** 651-646-8342

**Hours:** Monday–Friday 8 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; PCA choice agency.

### 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.

### St. Paul Public Library

George Latimer Central Library, 90 West 4th Street

**Provides:** Social Service Outreach is available Wednesdays from 1:30-3 pm. Agencies, including Radias Health Access and People Incorporated, offer drop-in assistance.

**Remarks:** A social worker also is available on a rotating basis at the Arlington Hills, Rice Street, Rondo, and Sun Ray library branches. Call the Rondo library for info, 651-266-7400.

### 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. Can provide referrals to assist with fees. Also provides voice mail boxes for those without a phone of their own.

#### Education and Advocacy

**Phone:** 612-715-0449

Individuals and groups can participate in an experiential learning program, walking in the shoes of someone who has experienced homelessness. If you have experienced homelessness and would like to learn about becoming a community educator, please call.

#### Representative Payee Service

**Phone:** 612-874-0311

**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.

### 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 Avenue, Maplewood

**Phone:** 651-770-4974

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

**Provides:** Pathways of Hope, case management services to help families with dependent children move toward self-sufficiency.

### zAmya Theater

**Phone:** 612-760-4804

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

## 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)

Emergency Assistance (EA)

Energy Assistance

Supplemental Nutrition Assistance Program (SNAP)

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 25-30.

**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.

*You may want to seek the advice of a lawyer. See "Legal Assistance" on page 58.*

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

### **Ramsey County Human Services**

160 Kellogg Blvd. East

**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.

## 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. Parents are expected to work, and are supported in working with both cash and food assistance. Most families have a lifetime limit of 60 months on MFIP.

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 Kellogg Blvd. East

**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.

---

## 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 a lawyer, page 58.)

### 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.

---

## D. Energy Assistance

### Where to Apply:

Community Action Partnership-Ramsey & Washington Counties  
450 Syndicate Street North Suite 122, St. Paul  
1101 Geneva Avenue, Oakdale  
*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.

**Remarks:** Applications are available online at [www.caprw.org](http://www.caprw.org).

### 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 Avenue, 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.

---

## E. Supplemental Nutrition Assistance Program

Monthly grants of SNAP 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 Kellogg Blvd. East

**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 Avenue, 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), 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.

---

## 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 \$10,000.

## Where to apply:

Ramsey County Human Services

160 Kellogg Blvd. East

**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.

---

## 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 begins Nov. 1 and ends Dec. 20, unless extended by DHS. Enrollment in Medical Assistance or MinnesotaCare continues throughout the year.

---

## 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—the Social Security office—manages it.

---

# I. Social Security

## Social Security Administration

332 Minnesota Street, Suite N650

**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 \$1,130 per month. If someone is working, there are ways that could lower the monthly gross wages below \$1,130. The Social Security Administration no longer recognizes drug addiction and alcoholism (DA & A) as disabling conditions. Someone with another impairment should still file. If the DA & A 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 925, Minneapolis (Medical Arts Bldg.)

**Phone:** 612-568-4529

**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. Sliding fee available for those not on public assistance.

**Remarks:** Does not handle overpayment matters, POAs, criminal law, or pro bono cases.

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.

---

---

# 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 begins Nov. 1 and ends Dec. 20 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 and Friday 8 am–5 pm; Wednesday and Thursday 8 am–8 pm; Saturday 8 am–noon. 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; chiropractic services; Wednesday evening teen clinic.

### Family Tree Clinic

1619 Dayton Avenue

**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 Dunlap Street North

**Phone:** 651-290-9202

**Hours:** Monday, Wednesday and Friday 8 am–5 pm; Tuesday and Thursday 8 am–8 pm; Saturday 10 am–2 pm. Walk-ins and same day appointments available.

916 Rice Street

**Phone:** 651-290-9202

**Hours:** Monday-Friday 8 am-5 pm. Walk-ins and same day appointments available.

**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. .

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 provide assistance in applying for insurance.

St. Mary's Health Clinics

**Phone:** 651-287-7777

**Provides:** Seven 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.

**Eligibility:** If you are on MA or have access to any form of health care coverage, 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 am–4 pm Monday–Friday 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. 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 Street (Randolph & W. 7th)

**Phone:** 651-241-1000

**Hours:** Monday–Thursday, 8 am–8 pm; Friday 8 am–5 pm; Saturday 8 am–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, 7:30 am–5 pm; Wednesday and Thursday, 7:30 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.

---

## **B. Health Care for the Homeless**

### West Side Health Care for the Homeless

*Currently serving at Dorothy Day Place in the Mary Hall facility  
438 Dorothy Day Place (formerly Main Street)*

**Phone:** 651-793-2219

**Hours:** Monday through Friday 9 am–5 pm.

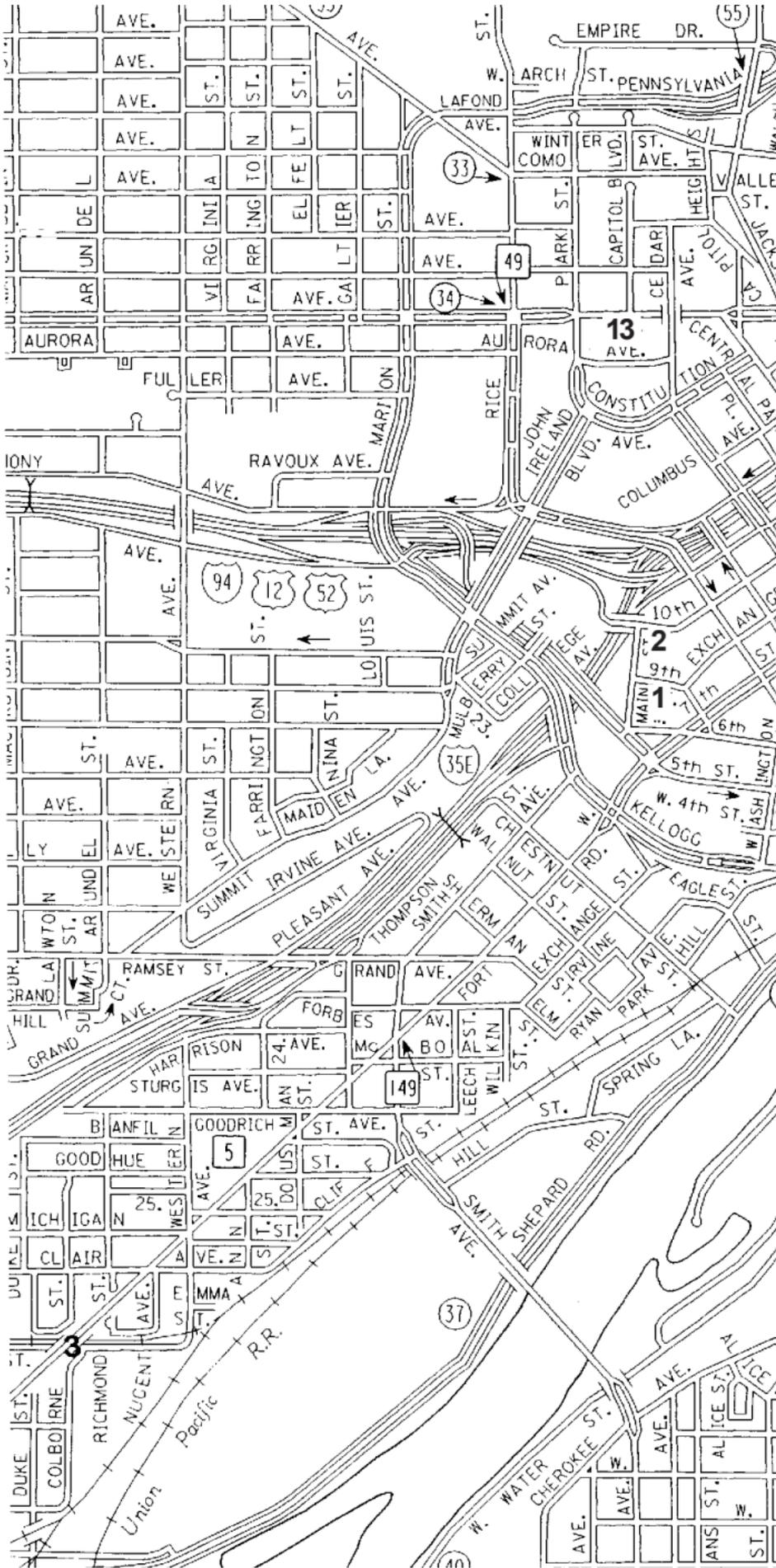
**Provides:** General medical, mental health, CD/NA counseling, Rule 25 assessments, medication support, chiropractic services, energy healing, acupuncture services, nutrition, and referrals.

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.

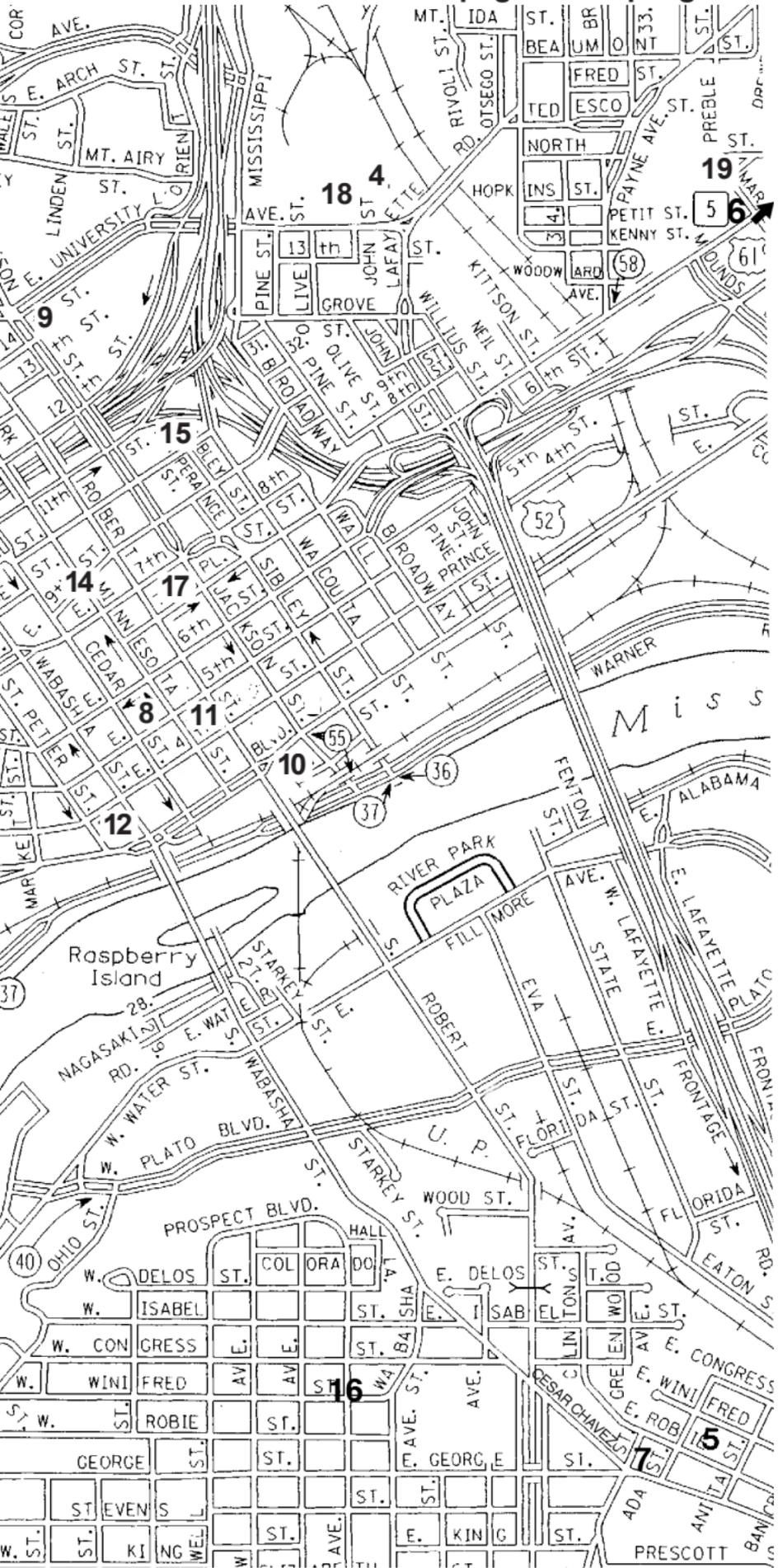
If you are staying in a shelter in Ramsey County, check with shelter staff for clinic times and services. MA accepted; however, if you do not have insurance, you do not have to pay.

---

# Map of Downtown St. Paul



See next page for map legend



---

---

## Map Legend: Downtown St. Paul

1. Higher Ground St. Paul
2. Catholic Charities Opportunity Ctr.(Dorothy Day Place)
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)
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
16. St. Matthew's Church (Loaves & Fishes meal)
17. Safe Zone
18. Ramsey County Chemical Health  
Ramsey County Detox
19. Listening House of St. Paul

---

---

### C. HIV / STD / Pregnancy Testing

#### Face to Face Health & Counseling Service

1165 Arcade Street

**Phone:** 651-772-5555

**Hours:** Monday, Wednesday and Friday 9 am-6 pm; Tuesday and Thursday 9 am-8 pm; Saturday 10 am-3 pm.

**Remarks:** Services are for youth ages 11-24 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. Help applying for insurance.

#### Family Tree Clinic

1619 Dayton Avenue

**Phone:** 651-645-0478

**Hours:** By appointment: 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.

Just Us Health (formerly Minnesota AIDS Project)

2577 Territorial Road

**Phone:** 612-341-2060; AIDSLine: 612-373-AIDS / 1-800-248-AIDS. Text messaging available at 839863, and chat at [justushealth.mn](http://justushealth.mn).

**Hours:** Monday–Friday 9 am–5 pm. **AIDSLine:** Mon–Fri 9 am–5 pm.

**Provides:** Information about HIV, referral to community resources and HIV testing. Also provides HIV case management, legal services; benefits counseling; housing services for HIV+ people; transportation for medical appointments; emergency financial assistance; chemical health services, behavioral health services (see page 39), and a syringe exchange; Positive Link, a social support program for HIV+ gay and bisexual men; HERR Day Out, a social support group for HIV+ women; BlaQueAlive offers culturally-specific HIV linkage service for Black and Latino individuals ages 18-19 years old.

Open Cities Health Center

409 Dunlap Street North

**Phone:** 651-290-9202

**Hours:** Monday, Wednesday and Friday 8 am–5 pm; Tuesday and Thursday 8 am–8 pm; Saturday 10 am–2 pm. Walk-ins and same day appointments available

916 Rice Street

**Phone:** 651-290-9202

**Hours:** Monday–Friday 8 am–5 pm. Walk-ins and same day appointments available.

**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; pre-exposure prophylaxis program (PrEP) and post prophylaxis (PEP).

---

## D. Dental Care

### Hope Dental Clinic

800 Minnehaha Avenue East

**Phone:** 651-789-7605; **Emergency phone:** 651-774-2959

**Hours:** Monday through Thursday 8 am-5 pm (closed 12:30-1:00) and 6-9 pm.

**Provides:** Dental care to those without dental insurance. Services include exam, cleaning, fillings, extractions, and education.

### Open Cities Health Center

409 North Dunlap

**Phone:** 651-290-9202

**Hours:** Monday-Friday 8 am- 5pm; every 2nd, 3rd, and 4th Saturday of the month. Walk-ins and same day appointments available.

916 Rice Street

**Phone:** 651-290-9202

**Hours:** Monday-Friday 8 am-5 pm. Walk-ins and same day appointments available.

### University of Minnesota Dental School

Moos Tower-7th Floor, 515 Delaware St. SE, Minneapolis

**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. 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, Minneapolis

**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; discount available.

---

## E. Mental Health Services

### 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 8:30 am-6 pm; Tuesday 8:30 am-5 pm; Wednesday and Thursday 8:30 am-7 pm; Friday 8:30 am-5 pm.

**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, Wednesday and Friday 9 am-6 pm; Tuesday and Thursday 9 am-8 pm.

**Intake for new clients:** Tuesdays 11 am-5 pm.

**Provides:** Individual and family counseling; counseling for victims of sexual abuse and incest; focus around sexuality and gender identity.

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

Just Us Behavioral Health

1000 University Avenue West, St. Paul

**Appointments:** 612-373-9160

**Provides:** Individual, couple/family, and group therapy for LGBTQ+, people who are HIV+, people who are high risk for HIV and other underserved populations. All services will be provided by dual licensed mental health/chemical dependency counselors, board approved clinical supervisors, and/or supervised interns.

Love Lines Crisis Center

2855 St. Anthony Lane Suite 115, St. Anthony

**Phone:** 612-379-1199

**Hours:** Hours vary.

**Provides:** Phone line most days for crisis ministry; in-person counseling is available by appointment Tuesday and Saturday 3-5 pm.

**Remarks:** Counseling is free, but donations accepted. "Believe in God's love and work of the Holy Spirit."

Lutheran Social Services-East Metro

700 Snelling Avenue South (in Gloria Dei Lutheran Church)

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

**Hours:** Call for appointments, which are available on Tuesdays 11 am-2 pm and Thursdays 12-3 pm.

**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 Avenue West

**Phone:** 651-659-0359

**Hours:** Monday 9 am-5 pm; Tuesday–Friday 9 am–8 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 program; relapse prevention, aftercare support.

Ramsey County Crisis Outreach

**Phone:** 651-266-7900

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

**Walk-in Hours:** Monday-Friday 8 am-3:30 pm.

**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 Avenue West Suite 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; MI/CD intensive outpatient program.

Regions Hospital Emergency Department

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:** Risk assessment, psychiatric evaluation, referral, or admission, and connection to resources, for adults (ages 18 and over) who are experiencing a mental health or chemical health crisis; resources and support to victims of sexual assault or 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 Avenue, 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 pm; Friday 8:30 am–3 pm.

**Provides:** Referral by telephone; 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:** Monday–Friday 9 am–4 pm; drop-in center open 9–11 am.

**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.

### RADIAS Health-ACCESS Homeless Outreach

166 4th Street East

**Phone:** 651-783-5427

**Services:** Homeless outreach to people with a mental health and/or substance use disorder; providing help with basic needs, support, resource navigation and referrals to community providers. Provides outreach to local shelters, downtown library, Listening House, skyways and outside encampments regularly.

## F. Veterans

### VA Medical Center

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

**Phone:** 612-725-2000 **24-Hour Vets 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. 53 for info about other assistance available for veterans.

---

## G. Youth

### Face to Face Health & Counseling Service

1165 Arcade Street

**Phone:** 651-772-5555

**Hours:** Monday, Wednesday and Friday 10 am-6 pm; Tuesday and Thursday 10 am-8 pm; Saturday 10 am-3 pm.

**Remarks:** Services are for youth ages 11-24 years old only. General medical: only if under 18, a parent must accompany client. There is a sliding fee scale for patients who do not have insurance.

**Services:** General and reproductive services; pregnancy testing done for free for all youth without insurance; counseling, prenatal care and some OB/GYN services available; adolescent parent program for youth, adolescents and adults; sliding fee scale; assistance applying for insurance.

---

## H. Alcohol/Chemical Dependency Counseling & Treatment

### Juel Fairbanks Chemical Dependency Services

806 North Albert Street

**Phone:** 651-644-6204

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

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

**Remarks:** Some services not currently available.

### Minnesota Adult & Teen Challenge

3231 1st Avenue South, Minneapolis

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

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

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

**Provides:** For almost 30 years, Mn Adult & Teen Challenge has been restoring hope to people struggling with mental health issues, drug and alcohol addiction. In addition to our effective and affordable shorter-term residential and outpatient programs and our distinctive long-term faith-based recovery program, we have extensive prevention and transitional/aftercare services.

### People Incorporated Project Recovery

317 York Avenue #5

**Phone:** 651-793-4239

**Drop-in Hours:** Monday-Friday 9-11 am. By appointment at other times.

**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-5 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, Anoka, and Washington County residents, as well as members of Mdewakanton Sioux community.

### St. Joseph's Hospital Addiction Medicine Clinic

69 Exchange Street West

**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.

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.

Union Gospel Mission Twin Cities Christ Recovery Center

435 East University Avenue

**Phone:** 651-789-7598

**Provides:** Addiction recovery for men that incorporates the 12 Steps of Alcoholics Anonymous with biblical principles. Education, job training, and support groups provide a holistic approach to care.

**Remarks:** Designed for those facing late-term addiction who are committed to recovery.

---

---

# 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; and distance learning.

#### Face to Face Academy

1165 Arcade Street

**Phone:** 651-772-5656

**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.

#### International Institute of Minnesota

1694 Como Avenue, St. Paul

**Phone:** 651-647-0191

**Provides:** English as a Second Language (ESL) classes Monday–Thursday; morning and evening classes. College Readiness classes, job skills training classes in Hospitality and Certified Nursing Assistance Monday–Friday.

**Remarks:** Registration for English classes is every Wednesday 2:00 – 4:00pm. Registration for college readiness and job skills trainings are by appointment.

#### 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.

#### Open Door Learning Center

*(a program of the Minnesota Literacy Council)*

**Provides:** FREE English as a Second Language (ESL), GED, Citizenship, and Computer classes Monday–Friday; morning, afternoon, and evening classes; times and class offerings vary by site.

Rondo, 461 Dale Street

**Phone:** 651-266-7421 \*in Rondo Community Outreach library

Arlington Hills, 1115 Greenbrier Street

**Phone:** 651-793-4423 \*in Arlington Hills Lutheran Church

Open Door Learning Center, continued

Midway, 553 Fairview Avenue North

**Phone:** 651-642-0363 \*in Goodwill Easter Seals

**Remarks:** Reach out to sites directly for more information or call the Adult Literacy Hotline for more details on class offerings at each site 1-800-222-1990

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:** 651-632-8927

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

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

## **Veterans**

Veterans Welcome Center—MCTC

1501 Hennepin Avenue South #H.2300, Minneapolis

**Phone:** 612-659-6580

**Hours:** Monday through Thursday from 8:30 am—4 pm.

**Provides:** Preparation to start or return to college. Instruction and tutoring in college readiness, study skills, math, writing, and reading. Advising and referrals for academics, career, and military education benefits.

**Remarks:** Free for veterans and military service members.

---

## B. Job Training & Placement

### Goodwill/Easter Seals

553 Fairview Avenue North

**Phone:** 651-379-5997

**Provides:** Goodwill-Easter Seals provides NO COST, hands-on training to eligible students along with job placement assistance. Four, eight and twelve week classes offer certification in Soldering, Banking and Finance, 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.gesmn.org/training](http://www.gesmn.org/training), email [outreach@gesmn.org](mailto:outreach@gesmn.org) or call 651-379-5837 to learn more. Information sessions are held at 2:00 pm on the 2nd and 4th Tuesday of each month at: 553 Fairview Ave N. (Banking & Finance) and 635 Prior Ave N (Automotive, Construction and Soldering).

### HHH Job Corps Center

1480 Snelling Avenue North

**Phone:** 612-823-4516

**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. It is a zero-tolerance campus.

**Remarks:** Program orientation and tours are held every Thursday at 8:30 am (registration at 8:15). Orientations are also held at the Griggs-Midway Building, 1821 University Ave. W. on Tuesdays at 3 pm (registration at 2:45).

### Minnesota Career Force (formerly Minnesota Workforce Center)

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

**Phone:** 651-539-4100

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

**Provides:** Computerized job listings. Career lab 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 Lifeline supported cell phones through a partnership with EnTouch Wireless. There is a one-time fee for the cell phone, but monthly service will be free and includes 1,000 units of talk, unlimited text, and 100mb of data. You can visit one of our outreach sites to complete Lifeline phone 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.

---

## 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

7401 Metro Blvd., Edina

**Phone:** 952-544-0044

**Hours:** Monday–Friday 8 am–5 pm; call for appointment.

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

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

### AppleOne

901 Marquette Avenue, Suite 1625, Minneapolis

**Phone:** 612-333-2800

**Hours:** Monday–Friday 7:30 am–5:30 pm.

**Type of work:** Administrative Assistants, Data Entry, Customer Service, Light Industrial, Warehouse, Assembly, Human Resources. (1st and 2nd shift)

**Pay schedule:** \$13 & up

**Remarks:** Complete a Career Profile at [AppleOne.com](http://AppleOne.com), or call to schedule an interview. Background check and drug screen will be done if client requires it. Interview and resume required for all positions; some testing required for clerical and assembly positions.

### 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 \$9.50 & up.

### Doherty Staffing

1546 Woodland Drive, 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:** \$11 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 Avenue West Suite 121

**Phone:** 651-641-0442

**Hours:** Monday–Friday 7 am–5 pm. Call to make an appointment to apply.

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

**Pay Schedule:** \$9.50 and up; paid weekly.

### People Ready

1201 Robert Street South, West St. Paul

**Phone:** 651-774-9675

**Hours:** Monday–Saturday 7 am–6 pm; Sunday 8 am–5 pm.

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

**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:** 651-772-5656

**Provides:** Charter high school for students who have not experience success in more traditional school settings. Students must be between 14 and 19 and have completed the 8th grade.

#### Goodwill/Easter Seals YouthBuild!

635 Prior Avenue North, St. Paul

**Phone:** 612-424-1050

**Provides:** GED prep or online high school support, hands-on construction training and leadership development at no cost to young adults ages 16-24 not currently enrolled in school. Students have assistance preparing for work or further schooling and support in their next step. Students can earn a stipend (up to \$125 per week!) based on program attendance and bonuses for milestones achieved.

**Remarks:** For more information, call or text 612-424-1050, email [youthbuild@gesmn.org](mailto:youthbuild@gesmn.org) or visit us online at [gesmn.org/youthbuild](http://gesmn.org/youthbuild).

#### Ober Community Center

376 Western Avenue

**Phone:** 651-209-6512

**Provides:** Homework help, activity clubs, athletics, FAITHMedia video and audio recording studios, discipleship programming for children and youth during the school year and summers.

**Remarks:** For students elementary through high school who live primarily in Frogtown, Rondo, or St. Anthony neighborhoods

#### SafeZone

130 7th Street East

**Phone:** 651-224-9644

**Hours:** Monday through Friday 1–8 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.

---

## B. Services for Immigrants

### 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/résumé 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, Middle Eastern languages and English.

### Karen

#### Karen Organization of Minnesota

2353 Rice Street, Suite 240, Roseville

**Phone:** 651-788-7593

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

**Provides:** Support and services for Karen and all refugees from Burma in Minnesota. Services include employment training and job search assistance, referrals to social services, health care, and housing. Youth programs include academic tutoring, socialization education, mental health referral, leadership training, and vocational 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:** 612-342-1345

**Provides:** Advocacy and support for Korean families, individuals and seniors; translation services, public housing application, and 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 8:30 am-6 pm; Tuesday 8:30 am-5 pm; Wednesday and Thursday 8:30 am-7 pm; Friday 8:30 am-5 pm.

**Provides:** Classes in English, computers, citizenship, and literacy; employment advocacy; small business assistance; women's program; seniors program; chemical health and mental health assistance. Legal rights clinic, call 651-752-6677. 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 de 8:30 am-6 pm; Martes de 8:30 am-5 pm; Miércoles y 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; asistencia a pequeñas empresas. Consejería de Derechos Legales llámame 651-752-6677. 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.

---

## **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, including a computer lab.

### Minnesota Assistance Council for Veterans (MAC-V)

2700 East Lake Street, Minneapolis

**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. Outreach supervisor: 218-209-0110.

**Provides:** Assistance in securing benefits for all veterans. Outreach department 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. Suite 210

**Phone:** 651-266-2545

**Hours:** Monday–Friday, 8 am–4:30 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. If veterans benefits are not available staff can provide referrals to other sources of services.

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

Salvation Army Center City Office

53 Glenwood Avenue, Minneapolis

**Phone:** 612-659-0711

**Provides:** SOAR (SSI/SSDI Outreach, Access, and Recovery) is designed to increase access to SSI/SSDI for those eligible who are experiencing or at-risk of homelessness and have a medical illness/impairment, and/or co-occurring substance use disorder. Eligible veterans are able to work with a trained advocate who will assist them with collecting necessary information (medical/personal records), completing SSA forms to file a comprehensive application packet, and aiding them through the process.

**Hours:** Monday and Thursday 8-11 am and 2-4 pm; Tuesday, Wednesday and Friday 8 am-12pm and 1-3 pm.

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

Mental Health Homeless Program outreaches to homeless veterans and provides information and counseling about benefits, chemical & 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 these sites. Minneapolis: Catholic Charities Opportunity Center, Salvation Army Harbor Light Center, Simpson Shelter. St. Paul: Dorothy Day Center, Union Gospel Mission, Listening House.

### Veterans Resource Center

550 County Road 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 by appointment.

### Veterans Welcome Center—MCTC

1501 Hennepin Avenue South #H.2300, Minneapolis

**Phone:** 612-659-6580

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

**Provides:** Preparation to start or return to college. Instruction and tutoring in college readiness, study skills, math, writing, and reading. Advising and referrals for academics, career, and military education benefits.

**Remarks:** Free for veterans and military service members.

---

## D. Victims of Abuse and Crime

### Women & Children

#### Casa de Esperanza

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

**Provides:** Safe shelter for women and children. Support for LGBT community members.

**Services:** Will help women find transitional housing 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 are available to talk confidentially with anyone experiencing domestic violence, sexual violence or human trafficking. Emergency housing for families and individuals in crisis who are victims of domestic abuse, sexual abuse or trafficking. 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 / The Family Partnership  
4123 East Lake Street, Minneapolis

**Phone:** 612-728-2065

**24-hr crisis line:** 612-728-2062 / 1-888-PRIDE99

**Remarks:** PRIDE serves women and sexually-exploited youth who are victims of sex trafficking/sex exploitation. They have support groups for individuals who are at risk or involved in prostitution. Case management and court advocacy, and LGBTQ services are provided.

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 families and individuals in crisis who are victims of domestic abuse, sexual abuse or trafficking;. Clients also have access to full range of supportive services. Male victims receive safe and comfortable alternative housing while also accessing comprehensive services.

Domestic Abuse Project, Inc.

1121 Jackson Street NE, Suite 105, 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 families, and a support group for veterans. Legal and community advocacy programs are offered, as well as groups for children and adolescents who witness domestic violence.

**Remarks:** Services are for individuals who use abusive behaviors, victims/survivors of domestic violence, and children witnesses. All services are on a sliding scale based on ability to pay.

### OutFront Minnesota

310 East 38th Street #209, Minneapolis

**Phone:** 612-822-0127 or toll-free 1-800-800-0350

**24-hour crisis hotline:** 612-822-0127, Option 3

**Website:** [www.outfront.org/crisis-anti-violence](http://www.outfront.org/crisis-anti-violence)

**Provides:** Advocacy, information, support, counseling and safe-house referrals for victims of domestic violence. Serves the whole LGBTQ community. Offers free support groups for survivors of partner violence. Also 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; 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 (\$300), but it can be waived sometimes, so bring proof of income with you. If interpreter is needed, call to make an appointment.

### Order for Protection—Ramsey County

Room B122 Juvenile & Family Justice Center

25 West 7th Street

**Phone:** 651-266-5130

**Hours:** Mon–Fri 8 am–4:30 pm; walk-ins 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. If interpreter is needed, call to make an appointment.

### 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.

### Open Access Connections

**Phone:** 651-643-0883

**Provides:** Through community sites and partner agencies, they provide 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/OACO Outreach> for updated outreach locations.

**Remarks:** Open Access Connections also provides Lifeline supported cell phones through a partnership with EnTouch Wireless. There is a one-time fee for the cell phone, but monthly service will be free and includes 1,000 units of talk, unlimited text, and 100mb of data. You can visit one of our outreach sites to complete Lifeline phone 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 **Intake Phone:** 800-223-1368

**Hours:** Monday–Friday 9 am–5 pm.

**Intake phone hours:** Monday through Wednesday 12-1:30 pm and Thursday 6-7:30 pm.

**Provides:** Legal representation, brief services, and advice in various immigration matters to low-income immigrants and refugees of all nationalities.

**Remarks:** No fee for services for those who qualify; interpreter services are available as needed.

### 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. Also does expungement for those three counties.

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

### OutFront Minnesota

310 East 38th Street #209, Minneapolis

**Phone:** 612-822-0127 **Website:** [www.outfront.org/legal-help](http://www.outfront.org/legal-help)

**Provides:** The Legal Advocate can help you determine if you need legal assistance on LGBTQ-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.

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 9–11:45 am and 1–3 pm. Walk-in intakes 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 Legal 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 Services

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 Robert Street North

**Phone:** 651-296-5663 or toll-free 1-800-657-3704

**Website:** [www.humanrights.state.mn.us](http://www.humanrights.state.mn.us)

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

**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 and Equal Economic Opportunity  
15 West Kellogg Blvd. Room 280 (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.

**Remarks:** You may also make an online complaint at [www.ic3.gov](http://www.ic3.gov) or at [www.fbi.org](http://www.fbi.org).

#### St. Paul Police-Civilian Internal Affairs Review

15 West Kellogg Blvd. Room 280

**Phone:** 651-266-8790

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

**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 file a complaint with the Commission. To file a complaint, you must have been a victim of the misconduct or witnessed it. You must also sign a 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. Neighborhood Justice Center 651-222-4703

3. District 2 Community Council 651-774-2220

4. West Side Community Organization 651-293-1708

---

## 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, family services (adults only), 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.

# Index

## A

Adecco Personnel Services 48  
Adult Literacy Hotline 45  
African Community Services 51  
Ain Dah Yung 13  
Alley Shoppe 5  
AMICUS 60  
AppleOne 49  
Atlas Staffing 49

## B

Beverley A. Benjamin Youth Lodge 14  
The Bridge 13

## C

Casa de Esperanza 13, 55  
Catholic Charities Higher Ground St. Paul 11  
Catholic Charities Higher Ground St. Paul Residence 14  
Catholic Charities St. Paul Opportunity Center 9, 10  
Children's Crisis Response 38  
Community Action Partnership of Ramsey/Washington Cos. 26  
Comunidades Latinos Unidos en Servicios (CLUES) 39, 52  
Cooper Law Firm 30  
Coordinated Access to Housing and Shelter 12  
Cornerstone 13, 55, 56  
Crisis Connection 39

## D

Dakota County 57  
Department of Indian Work 5, 6  
Doherty Staffing 49  
Domestic Abuse Project, Inc. 56

## E

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

## F

Face to Face Academy 45, 50  
Face to Face Health & Counseling Service 36, 39, 42  
Family Tree 31, 36  
Federal Bureau of Investigation (FBI) 59, 60

## G

General Assistance 27  
The Giving Rack 5

Goodwill 6  
Goodwill/Easter Seals 47, 50

## **H**

Hallie Q. Brown/MLK Center 5, 6  
Hennepin County 57  
HHH Job Corps Center 47  
HOME Line 18  
Hope Dental Clinic 38

## **I**

Immigrant Law Center of Minnesota-Oficina Legal 58  
International Institute of Minnesota 45

## **J**

Joseph's Coat 5  
Juel Fairbanks Chemical Dependency Services 15, 42  
Just Us Behavioral Health 39  
Just Us Health 37

## **K**

Karen Organization of Minnesota 51  
Keystone Community Services 6, 21  
Korean Service Center 52

## **L**

Listening House of St. Paul 11  
Love Lines Crisis Center 39  
LSS Life Haven 15  
LSS Rezek House 15  
LSS Safe House 14  
Lutheran Social Services-East Metro 39

## **M**

Medical Assistance 28  
Merrick Community Services 7  
Metropolitan Center for Independent Living 21  
Metro Shelter Hotline 11  
Mexican Consulate/Consulado de México 52, 53  
Midwest Staffing 49  
Minneapolis VA Community Resource & Referral Center 53  
Minnesota Adult & Teen Challenge 42  
Minnesota Assistance Council for Veterans (MACV) 53  
Minnesota Attorney General's Office 19  
Minnesota Career Force 47  
Minnesota Department of Veterans Affairs 54  
Minnesota Family Investment Program 25  
Minnesota Food Helpline 7, 27  
Minnesota Supplemental Aid 28

Minnesota Department of Human Rights 59  
MNsure 28,31  
My Home Inc. 40

## **N**

Naomi Family Residence 16  
Neighborhood House 8,21,45  
Neighborhood Justice Center 58

## **O**

Ober Community Center 50  
Open Access Connections 19,48,58  
Open Cities Health Center 32,37,38  
Open Door Learning Center 45  
Order for Harassment Restraining–Ramsey County 57  
Order for Protection–Metro Area 57  
Order for Protection–Ramsey County 57  
OutFront Minnesota 57,58

## **P**

People Incorporated Mental Health Outreach 41  
People Incorporated Project Recovery 43  
People Ready 49  
Portico Healthnet / 489-CARE Referral Line 32  
PRIDE / The Family Partnership 56

## **R**

Ralph Reeder Center 8  
Ramsey County Chemical Assessment & Referral Unit 43  
Ramsey County Coordinated Access to Housing and Shelter 18  
Ramsey County Crisis Outreach 40  
Ramsey County Detox 43  
Ramsey County Human Services 24,25,28  
Ramsey County Mental Health Center 40  
Ramsey County Veterans' Service 54  
Regions Hospital Emergency Department 40

## **S**

SafeZone 11,19,50  
Salvation Army 22,26,27  
Salvation Army Booth Brown House 14,16,19  
Salvation Army Center City Office 54  
Salvation Army-East Side 8,9  
Salvation Army Harbor Light Center 12,16,54  
Salvation Army HOPE Harbor 20  
Salvation Army-Lakewood 8  
Salvation Army-St. Paul Citadel 8,9  
Salvation Army Social Services 20,21,30,48  
Salvation Army Store 6  
Second Harvest Heartland 27

SMRLS Eastside and American Indian Branch Office 59  
SMRLS Refugee Immigrant Legal Services 59  
Social Security Administration 29  
Southern Minnesota Regional Legal Services 20, 59  
St. Andrew's Community Resource Center 10, 12  
St. Anthony Residence-Catholic Charities 16  
St. Joseph's Hospital Addiction Medicine Clinic 43  
St. Mary's Health Clinics 32  
St. Matthew's Church 10  
St. Paul Dept. of Human Rights 60  
St. Paul Police-Civilian Internal Affairs Review 60  
St. Paul Public Library 22, 48  
St. Paul Public Schools 46  
St. Paul-Ramsey County Public Health 32, 37  
St. Stephen's Human Services 22  
St. Vincent dePaul Society 6, 21  
Supplemental Nutrition Assistance Program (SNAP) 26

## **T**

Theresa Living Center 17  
Theresa Living Center-Caroline Family Services  
    Rapid Rehousing 17  
Tubman 41, 44, 59

## **U**

Union Gospel Mission Twin Cities 9, 10, 12, 18, 44  
University of Minnesota Dental School 38  
U.S. Department of Veterans Affairs 55  
United Family Medicine 33

## **V**

VA Medical Center 42  
Veterans Resource Center 55  
Veterans Welcome Center—MCTC 46, 55  
Vietnamese Social Services of Minnesota 46, 51, 53

## **W**

Walk-in Counseling Center 41  
Washington County 57  
West Side Health Care for the Homeless 33  
West Side Dental Clinic 38  
West Side Health Center — “La Clinica” 33  
WIC Program (Women Infants Children) 9  
Women's Advocates 13, 56  
Women of Nations—Eagle's Nest Shelter 13, 56

## **Y**

YWCA St. Paul 18

## **Z**

zAmya Theater 22



## **Order Form for the 2019-2020 St. Paul Handbook of the Streets:**

Name \_\_\_\_\_

Agency \_\_\_\_\_

Address \_\_\_\_\_

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

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

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

### **2019-2020 St. Paul Handbook of the Streets**

\_\_\_\_\_ copies for staff/service providers

@ \$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	\$4.50
6-20	\$6.50
21-50	\$8.00
51-75	\$13.00
76-100	\$17.00
101-150	\$23.00
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



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

The mission of St. Stephen's Human Services is ending homelessness. We progress toward this goal through Street Outreach, shelter and housing programs for individuals and families. We envision a community in which housing instability is rare, brief and non-recurring, ending homelessness as we know it.

### **Street Outreach**

St. Stephen's Street Outreach team works with people sleeping outside or in places unfit for human habitation. The team provides on-the-spot services to ensure safety and survival for people experiencing unsheltered homelessness, while helping clients address their barriers to housing.

### **Shelter**

St. Stephen's provides emergency shelter to up to 94 individuals experiencing homelessness each night. In addition to providing meals, access to showers, and a safe place to sleep, staff at our two shelter locations provide coordination of services to assist guests in meeting their long-term goals.

### **Housing**

St. Stephen's housing programs provide access to scattered-site, affordable housing for single adults and families experiencing and emerging from homelessness. Staff provide support in locating, accessing, and maintaining housing as our clients work toward personal goals and self-sufficiency.



# ST. STEPHEN'S

**Ending Homelessness**

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

2309 Nicollet Avenue

Minneapolis MN 55404

612-874-0311

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