

**Orders Library exhibit (web page capture)**

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COVID-19: Find current service information

Navigation

# Hennepin County, Minnesota

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## COVID-19 response

### Hennepin Responds

Hennepin County is committed to providing services during this time of ambiguity and quickly evolving needs. We've mobilized our workforce and developed new approaches so we can continue to serve residents equitably, efficiently and safely.

**Our libraries and service centers will be closed through April 10 to follow the Stay at Home order issued by Governor Walz.**

[Expand all information](#)

## Services available by phone, online, mail and fax

You can still receive services without person-to-person contact.

### COVID-19 Minnesota hotlines 7 a.m. to 7 p.m.

- Schools, child care, businesses: Call 651-297-1304 or 1-800-657-3504.
- Health questions: Call 651-201-3920 or 1-800-657-3903.

### Financial assistance

We are processing applications and responding to phone calls:

- Call 612-596-1300
- Apply for cash assistance, SNAP, child care or emergency assistance at ApplyMN
- Complete an application by phone or get one mailed to you by calling 612-596-1300
- If you already receive cash, SNAP or health care you'll be able to keep getting benefits with no additional paperwork

Other ways to submit documents: Fax 612-288-2981 or for child care assistance documents fax 612-288-2982. In many cases, paperwork can wait until after the crisis.

Some sites have drop boxes for urgent use:

- Health Services Building, 525 Portland Avenue, Minneapolis, 55415
- Northwest Family Service Center, 7051 Brooklyn Boulevard, Brooklyn Center, 55429
- Wells Fargo Building, 1011 – 1st Street South, Hopkins, 55343

## **Health care assistance**

- Get information and apply online
- By phone: call 612-596-1300

## **For people experiencing homelessness**

- Adults: Call 612-248-2350.
- Families: Call 612-348-9410. On holidays, weekends, and evenings until 11 p.m., call 211 (mobile: 651-291-0211) and ask for the after-hours shelter team.
- Find full information about emergency services.

## **Domestic Abuse Service Center**

- Advocacy, orders for protection and safety planning services can be accessed by calling 612-348-5073.
- We discourage anyone from coming to the domestic abuse service center at the Government Center. But if someone finds themselves there, a conference room has been set up on the same level equipped with phones to call the services number 612-348-5073. The room is A0710.

## **Child support**

Call your child support officer directly or call 612-348-3600. You can also contact your child support officer through Minnesota Child Support Online.

To make a payment, use one of these options:

- Mail check or money order to Minnesota Child Support Payment Center
- Pay online at MoneyGram, PayNearMe or Minnesota Child Support Online
- Enroll in automatic recurring withdrawal.

## **Jail**

Inmates are receiving a limited number of free phone calls each week so they may stay in touch with loved ones by phone.

## **Adult Corrections Facility**

Residents can send and receive mail. Residents can make phone calls daily; all call fees have been waived.

## **County Home School**

Residents can send and receive mail. Residents can make phone calls daily.

## **Juvenile Detention Center**

Residents can send and receive mail. Residents are able to make phone calls daily.

## **Hennepin Health**

Call 612-596-1036 for help with bus passes, plan benefits and other member services..

## **NorthPoint Health and Wellness**

For current NorthPoint services, hours and donation information visit [northpointhealth.org/coronavirus-updates](http://northpointhealth.org/coronavirus-updates).

## **Mental health center**

We're providing many services by phone. Call 612-596-9438.

## **Partners and providers for health and human services**

Visit Partners in health and human services.

## **Licensing service centers**

Vital records are available by both mail and fax:

- Birth certificates
- Death certificates
- Marriage certificates
- Marriage officiant filing
- Notary commission filing

Find full service center information.

## **Road permits**

- Road permits are available online for over weight/oversize, access and Right of Way(ROW)/Utility permits on or along county roads.
- Use our e-permitting platform.
- Send questions to [roadpermits@hennepin.us](mailto:roadpermits@hennepin.us).

## **Library**

Due dates, fines and returns:

- No items are due before April 28. Book drops are closed.
- No new fines will accrue during the closure
- Connect to Library staff online via Ask Us

Find full library COVID-19 information.

## **Law library**

- Law librarians are available via phone and email Monday – Friday 8 a.m. to 5 p.m. Call 612-348-3022 or email [law.library@hennepin.us](mailto:law.library@hennepin.us).
- Find full law library information.

## **Property tax payments**

Tax payments are being processed. Pay property taxes online or through U.S. mail.

- Free: pay by e-check
- For a fee: pay by credit card

Find full property tax payment information.

## **Elections office**

Call 612-348-5151 or email [hc.vote@hennepin.us](mailto:hc.vote@hennepin.us)

## **Medical examiner's office**

Call 612-215-6300.

## **Public defender**

- If your case is scheduled between now and March 30, call your public defender to see if your case will be heard or rescheduled for a future date.
- If you don't know your public defender's number, call 612-348-7530 between 8:30 a.m. to 4:30 p.m., Monday – Friday. Staff will help you.

## **Bidders for county business**

Information that would have been read at public bid openings will be posted after bids are opened:

- Facility construction
- Road and bridge construction: eGram
- All other public bids: Supplier Portal

Paper bids for facility construction projects may be scanned and submitted via email to [contracts@hennepin.us](mailto:contracts@hennepin.us). Bids must be emailed by the bid end date and time.

## **Businesses and workers affected by COVID-19**

Hennepin County is maintaining an updated list of resources and information for businesses and workers on our Economic Development website.

## **Recycling and hazardous waste disposal**

- Several medicine drop boxes remain open
- Find full information on drop-off facilities
- For the best way to recycle, reuse or dispose of items, visit the Green Disposal Guide, email [environment@hennepin.us](mailto:environment@hennepin.us) or call 612-348-3777.

Work continues with business hazardous waste licensing and renewal.

County business recycling staff are available remotely for businesses and organizations to improve their recycling programs. Find full information on remote technical assistance, including funding and training assistance.

## **Recorder and registrar of titles**

- We are available via phone and online. For help, call 612-348-5139 or email [recordinginfo@hennepin.us](mailto:recordinginfo@hennepin.us).
- We will continue to process electronically submitted documents. Learn more about e-recording.
- Do not submit paper documents. We won't process those until we re-open.
- Find full real estate recording information.

## **Surveyor**

- We take calls and emails. Call 612-348-3131 or email [surveyor.maps@hennepin.us](mailto:surveyor.maps@hennepin.us).
- Plat signing by appointment Tuesdays between 10 a.m. and 2 p.m. Call 612-236-5203 or email [surveyor.plats@hennepin.us](mailto:surveyor.plats@hennepin.us).
- General survey inquiries: Tim Eklund at 612-236-5203 or email [tim.eklund@hennepin.us](mailto:tim.eklund@hennepin.us) or Chris Mavis at 952-457-1713 or email [chris.mavis@hennepin.us](mailto:chris.mavis@hennepin.us).

## **Examiner of titles**

- Email [ex.titles@hennepin.us](mailto:ex.titles@hennepin.us).
- Find full examiner of titles information.

## **Assessor**

Call 612-348-3046 or email [Assessor.AO@hennepin.us](mailto:Assessor.AO@hennepin.us).

Homestead applications:

- Electronic applications are being processed. Submit an application
- No paper applications or mailed items are being processed until further notice

## Information in other languages

Basic overview of COVID-19 in multiple languages:

- COVID-19 in Amharic (PDF)
- COVID-19 in Arabic (PDF)
- COVID-19 in Chinese (PDF)
- COVID-19 in Hmong (PDF)
- COVID-19 in Karen (PDF)
- COVID-19 in Lao (PDF)
- COVID-19 in Oromo (PDF)
- COVID-19 in Russian (PDF)
- COVID-19 in Somali (PDF)
- COVID-19 in Spanish (PDF)
- COVID-19 in Vietnamese (PDF)

Resources to Find Low-Cost Health Care or get Health Insurance (PDF)

- Resources in Amharic (PDF)
- Resources in Arabic (PDF)
- Resources in Chinese (PDF)
- Resources in Hmong (PDF)
- Resources in Karen (PDF)
- Resources in Lao (PDF)
- Resources in Oromo (PDF)
- Resources in Russian (PDF)
- Resources in Somali (PDF)
- Resources in Spanish (PDF)
- Resources in Vietnamese (PDF)

The Minnesota Department of Health has more COVID-19 information in other languages.

## Donations needed

### Personal protective equipment

Staff working in quarantine operations, as first responders, in public health, and in clinics and hospitals are running low on supplies that keep them safe and help them continue their work protecting our community. We are accepting items at drop-off locations to help protect responders.

### Priority items needed

- Protective face wear – N95 or N100 respirators, PAPRs and surgical masks
- Nitrile gloves
- Tyvek Coveralls

- Tyvek Foot covers
- Eye protection (wrap-arounds or chemical splash)

## **Drop off sites**

Southdale Library  
7001 York Avenue South  
Edina, MN 55435

Three Rivers Park at Elm Creek (ski chalet parking lot)  
12400 James Deane Parkway  
Maple Grove, MN 55369  
Hennepin County will be on-site.

Cabela's in Rogers  
Cabela's parking lot  
20200 Rogers Drive  
Rogers, MN 55374

## **More about donating supplies**

- Materials not in the original packaging or have been opened: Open boxes or containers cannot be accepted. We need them in the original container to ensure they are sanitary.
- Homemade masks: We are not currently taking homemade masks for the #millionmaskmayday collection.
- We cannot take financial donations for personal protective equipment.
- Please email specific donation questions to [PPEDropoff@hennepin.us](mailto:PPEDropoff@hennepin.us).
- What happens to the donations: Our inventory of personal protective equipment is dangerously low and will be limited to the highest priority staff in Hennepin County hospitals, clinics, quarantine operations and critical government services. The donated equipment will provide backup for these supplies to ensure we can continue to effectively respond to the COVID-19 pandemic. Unfortunately, we do not have extra equipment to share with other organizations at this time.

## **Food shelf donations at NorthPoint Health and Wellness**

NorthPoint is seeing a dramatic increase in need for Food Shelf and are asking for financial donations to support the Food Shelf and the Mobile Food Program. Each dollar donated has at least three times the buying power because NorthPoint can buy food at bulk prices.

- Donate online
- Mail a check to: NorthPoint Food Shelf, 1256 Penn Ave. N., Suite 5300, Minneapolis, MN 55411

## **Statements from health officials**

### **Cases**

Updated March 26, 7 p.m.

There are currently more than 120 confirmed cases of COVID-19 in Hennepin County and over 340 in Minnesota per the Minnesota Department of Health. Given current testing limitations, the actual case number is expected to be much higher.

There are confirmed cases in people with no known travel history and no known contact with other confirmed COVID-19 cases.

Isolation of people with coronavirus and quarantine of contacts will continue. But these measures alone are no longer enough to prevent the spread of this disease.

See Governor Walz' shelter-in-place order.

## **County board actions**

### **Board meeting Thursday, March 26**

The board held a special meeting Thursday, March 26, to discuss Hennepin County's response to COVID-19 and approve emergency board actions.

[View the news release about the meeting.](#)

[View a video of the March 26 board meeting.](#)

### **Declaring continued local emergency**

- The county board declared a continued local emergency at Tuesday's special board meeting, March 17, 2020, in addition to other actions related to COVID-19.
- The declaration of local emergency invokes Hennepin County's disaster plans, along with the county's powers to quickly provide emergency aid.
- The emergency will remain ongoing, due to the continued need for extraordinary and immediate measures to protect the health, safety, and welfare of Hennepin County residents and employees. It is not anticipated that these needs will be resolved in the immediate future.
- This declaration also authorizes up to \$2.5 million to purchase and contract for all necessary goods, materials, supplies, equipment, and contracted services as part of Hennepin County's COVID-19 response.
- All Hennepin County ordinances, rules, and policies that may inhibit or prevent prompt response to COVID-19 may be suspended for the duration of the local emergency if necessary.

### **Agreement to provide quarantine and isolation spaces**

- The board authorized up to \$3 million to provide alternative quarantine and isolation spaces for people who depend on county services.
- This action will provide quarantine and isolation spaces for residents who cannot provide for this on their own. People who may need this accommodation include returning travelers, such as students studying abroad, or people experiencing homelessness.
- This action gives County Administration the authority to negotiate leases to provide these spaces through the end of 2020.

## Board meeting March 17

- Watch the recorded county board meeting from March 17.
- Hennepin County Board Chair Marion Greene (District 3) and Hennepin County Public Health Director Susan Palchick took to Facebook Live March 17 to detail all the measures the county is taking to slow the spread of COVID-19. Watch the recorded video.

[Collapse all information](#)

## Get email updates

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Email address

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