State of Minnesota

COVID-19 Response

State Tribal Liaisons
Guide for Tribal Governments and Tribal Communities

Table of Contents

Department of Administration ................................................................. 2
Department of Agriculture ................................................................. 2
Department of Commerce ................................................................. 2
Department of Corrections ................................................................. 4
Department of Education ................................................................. 4
Department of Employment & Economic Development ......................... 5
Department of Health ............................................................................. 12
Office of Higher Education .................................................................... 14
Department of Human Rights .............................................................. 15
Department of Human Services ............................................................ 15
Department of Iron Range Resources and Rehabilitation ....................... 20
Department of Labor and Industry ......................................................... 21
Metropolitan Council ........................................................................... 21
Department of Military Affairs ............................................................. 21
Department of Housing ......................................................................... 22
Department of Natural Resources ........................................................... 23
Minnesota Pollution Control Agency ....................................................... 23
Department of Public Safety ................................................................. 23
Department of Transportation .............................................................. 24
Department of Veteran Affairs ............................................................. 25

Attachment A: DOC
Attachment B: MDH
Attachment C: Human Rights
Attachment D: DHS
Attachment E: DHS
Attachment F: DLI
Attachment G: MHFA
Attachment H: DPS
Attachment I: MDVA

*Information Last updated 6.19.2020
**Department of Administration**

The Office of Grants Administration (OGM) notified state grant administrators of flexibility that can be provided to help grant recipients adjust to changing conditions. Agencies can provide recipients late reporting options so payments will not be delayed, amend or revise grant agreements to reflect altered workplans and budgets, and develop alternative strategies for meeting grant outcomes. The following website is a useful resource: [https://mn.gov/grants/](https://mn.gov/grants/)

Federally recognized tribes are specifically listed in the Joint Powers Act in Minn. Stat. 471.59 and are therefore fully able to join the state’s [Cooperative Purchasing Venture (CPV)](https://mn.gov/grants/) program and take advantage of any of our State Contracts that are open to [CPV membership](https://mn.gov/grants/).

ADM Tribal Liaison Curtis Yoakam can be reached at curtis.yoakam@state.mn.us.

**Department of Agriculture**

The MDA has a webpage dedicated to COVID-19 information and resources: [www.mda.state.mn.us/COVID](http://www.mda.state.mn.us/COVID) and email mdaresponds@state.mn.us for any COVID related questions.

Board of Animal Health information: [https://www.bah.state.mn.us/covid-19/](https://www.bah.state.mn.us/covid-19/)

*New* Emerging Farmer Working Group: [https://www.mda.state.mn.us/emerging-farmers-working-group](https://www.mda.state.mn.us/emerging-farmers-working-group)

MDA Tribal Liaison Shannon Kesner can be reached at Shannon.Kesner@state.mn.us.

**Department of Commerce**

**Energy Assistance Program**: helps pay for home heating costs and furnace repairs for income-qualified households.

Minnesota Department of Commerce EAP website: [https://mn.gov/commerce/eap.jsp](https://mn.gov/commerce/eap.jsp)

Energy Assistance Service Provider List (by County and Reservation): [https://mn.gov/commerce/consumers/consumer-assistance/energy-assistance/eap-provider.jsp](https://mn.gov/commerce/consumers/consumer-assistance/energy-assistance/eap-provider.jsp)

Help Finding an EAP Service Provider: 1-800-657-3710

*Information Last updated 6.19.2020*
Changes to help during the COVID-19 pandemic

The Energy Assistance Program has adjusted program policies to make it easier for households to apply and get additional help. Some policy adjustments include:

- The application **deadline is extended to July 1.**
- The annual **Crisis maximum is increased to $1,200** (up from $600). Crisis is for past due bills, emergency fuel deliveries.
- Allowing Crisis benefits to **pay a household’s past due bill**, even without a disconnection notice.
- Income eligibility based on the past **one month** only.

**Lifeline Program:** Offers a telecommunications discount. Eligible Lifeline subscribers may receive a monthly discount of up to $9.25 for landline telephone, wireless telephone, or internet service. Persons who live on federally recognized Tribal lands are eligible for a monthly credit of up to an additional $25, or up to $34.25. Also, the Tribal Link Up program provides up to $100 for a first time telecommunications connection charge for a primary residence. The state of Minnesota offers its own telephone credit through the Telephone Assistance Plan (TAP). TAP provides a credit of $7.00 for landline service only to all eligible Minnesota residents with no restriction on where you live. Minnesota residents who live on federally recognized Tribal lands may qualify for some or all of these discounts depending on type of service and place of residence.

[https://mn.gov/commerce/consumers/your-phone/phone-discounts/](https://mn.gov/commerce/consumers/your-phone/phone-discounts/)

People needing information or help with their utility service provider or are interested in the telephone discount programs, can contact the CAO for assistance at consumer.puc@state.mn.us; or 651-296-0406 or 1-800-657-3782.

For online information visit: [https://mn.gov/puc/consumers](https://mn.gov/puc/consumers)

**Senior Fraud:** Protecting seniors against financial fraud.
800-657-3602 / consumer.protection@state.mn.us

**Disaster Information Center:** Understand your rights, work with insurer to settle a claim, assist in making informed insurance decisions after a flood or storm damages your home, car or property.
800-657-3602 / consumer.protection@state.mn.us

**Unclaimed Property:** We work with businesses, banks and property holders and help protect property until return to the owner or heir.

*Information Last updated 6.19.2020*
800-925-5668 / unclaimed.property@state.mn.us
www.mnclaims.unclaimedproperty.com

**Energy Information Center:** Assists in answering energy questions and help make informed decision about energy improvements to your home.
800-657-3710 / energy.info@state.mn.us

**Commerce Fraud Bureau:** A law enforcement agency that handles fraud and white-collar criminal investigations in MN.
888-372-8366 / www.mn.gov/commerce/consumers/file-a-complaint/cfb

**Insurance Policy Concerns:** Home, auto, life or health insurance questions or concerns about an insurance policy or possible insurance scam.
800-657-3602 / consumer.protection@state.mn.us

Commerce Consumer Service Center: Not sure who to call? 800-657-3602

Tribal Liaison Mary Otto can be reached at mary.otto@state.mn.us or at (651) 358-4799.

**Department of Corrections**

Please see Attachment A.

DOC Tribal Liaison Randy Goodwin can be reached at Randy.J.Goodwin@state.mn.us.

**Department of Education**

Updates are posted daily at: https://education.mn.gov/MDE/dse/health/covid19/
Guidance and helpful information on student instruction, food and nutrition, special education, and supporting students can be found on this page.

For assistance, work with your Indian Home School Liaison, Indian Education staff, and parent committee. Contact MDE’s Office of Indian Education for a list of Tribal Education Directors.

**Tribal Consultation under ESSA**
All schools and districts that are required under the Every Student Succeeds Act (ESSA) to consult with Tribal Nations must also collaborate with the Tribal Nations Education

*Information Last updated 6.19.2020*
Committee (TNEC) members regarding the formulation of their distance learning plans. This meaningful collaboration should include Indian Education staff and TNEC members in the preparation and implementation of distance learning in your districts or schools.

MDE Tribal Liaison Dr. Jane Harstad can be reached at jane.harstad@state.mn.us or at (651)582-8257.

**Employment and Economic Development**

Tribal Liaison Kirk Crow Shoe can be reached at 651 219-2842 or kirk.crowshoe@state.mn.us.

<table>
<thead>
<tr>
<th>RESOURCE</th>
<th>TELEPHONE</th>
<th>WEBSITE</th>
<th>NOTES</th>
</tr>
</thead>
<tbody>
<tr>
<td>MN Department Of Employment &amp; Economic Development (DEED)</td>
<td>TWIN CITIES: 651-296-3644 GREATER MN: 877-898-9090</td>
<td>DEED UIMN.ORG (to apply for unemployment benefits)</td>
<td>UNEMPLOYMENT INSURANCE</td>
</tr>
<tr>
<td>Business Clarifications on Stay at Home Order</td>
<td></td>
<td>Business Clarifications on Stay at Home Order</td>
<td></td>
</tr>
</tbody>
</table>

**Unemployment Insurance**

- As of April 15, there is $600 per week additional compensation and a 13-week extension of benefits available now under the federal CARES Act

DEED’s Unemployment Insurance (UI) program assists workers who can’t work, have their hours reduced or lose their jobs as a result of the pandemic. Please apply for unemployment benefits by going online to www.uimn.org. This is the most efficient way to serve applicants.

To ensure our system can handle the increased activity we are experiencing, we are asking that *new* unemployment insurance applicants apply online on an assigned day, based on your social security number (SSN).

*Information Last updated 6.19.2020*
If you need to apply for unemployment benefits for the first time, please refer to the schedule below to learn when you are scheduled to apply. You will only be allowed to apply on your assigned day - or on Thursday or Friday if you missed your assigned day.

**Application Schedule**
The table below lists the day and time to start an application based on the last digit of your SSN. For example: a person with the SSN XXX-XX-XXX6 would apply on Wednesday.

<table>
<thead>
<tr>
<th>If the last digit of your SSN is:</th>
<th>Day of week you should apply online:</th>
</tr>
</thead>
<tbody>
<tr>
<td>0, 1 or 2</td>
<td>Monday</td>
</tr>
<tr>
<td>3, 4 or 5</td>
<td>Tuesday</td>
</tr>
<tr>
<td>6, 7, 8 or 9</td>
<td>Wednesday</td>
</tr>
<tr>
<td>Any number</td>
<td>Thursday</td>
</tr>
<tr>
<td>Any number</td>
<td>Friday</td>
</tr>
</tbody>
</table>

We encourage workers to talk to their employers about any health concerns. If ANY worker finds themselves unemployed or with significantly reduced hours, they should apply for benefits at [www.uimn.org](http://www.uimn.org). Unemployment Insurance also has posted [Information for people who have lost their jobs or had their hours cut because of COVID-19](https://www.uimn.org). ([Information about UI recorded in Spanish.](https://www.uimn.org))

**FAQ’s for Employers and Businesses**

**Small Business Resources**

To further meet the needs of U.S. small businesses and non-profits, the U.S. Small Business Administration reopened the Economic Injury Disaster Loan (EIDL) and EIDL Advance program portal to all eligible applicants experiencing economic impacts due to COVID-19 today.

The U.S. Small Business Administration, in consultation with the U.S. Department of the Treasury, issued new and revised guidance for the Paycheck Protection Program (PPP). This guidance implements the Paycheck Protection Program Flexibility Act (PPPFA), signed into law by President Trump on June 5, 2020, and expands eligibility for businesses with owners who have past felony convictions.

*Information Last updated 6.19.2020*
To implement the PPPFA, SBA revised its first PPP interim final rule, which was posted on April 2, 2020. As described in detail in our announcement on June 8, 2020, the new rule updates provisions relating to loan maturity, deferral of loan payments, and forgiveness provisions.

In addition, as an exercise of SBA’s policy discretion in furtherance of President Trump’s leadership and bipartisan support on criminal justice reform, the eligibility threshold for those with felony criminal histories has been changed. The look-back period has been reduced from 5 years to 1 year to determine eligibility for applicants, or owners of applicants, who, for non-financial felonies, have (1) been convicted, (2) pleaded guilty, (3) pleaded nolo contendere, or (4) been placed on any form of parole or probation (including probation before judgment). The period remains 5 years for felonies involving fraud, bribery, embezzlement, or a false statement in a loan application or an application for federal financial assistance. The application also eliminates pretrial diversion status as a criterion affecting eligibility.

SBA issued revised PPP application forms to conform to these changes. The guidance and revised application forms are available on SBA’s and Treasury’s websites. SBA will issue additional guidance regarding loan forgiveness and a revised forgiveness application to implement the PPPFA in the near future.

Click here to view the new Interim Final Rules.

Click here to view the new Borrower Application.

Click here to view the new Lender Application.

SBA Economic Injury Disaster Loan (EIDL)

- Please note: As of April 27, 2020. After receiving additional federal funding, on April 27 SBA will also resume processing EIDL Loan and Advance applications that are already in the queue on a first come, first-served basis. SBA will provide further information on the availability of the EIDL portal to receive new applications (including those from agricultural enterprises) as soon as possible on their website at sba.gov.

- Summary of Program: Low interest, long term Economic Injury Disaster Loans for up to $2 million: The first payment is deferred for 12 months. The application has been simplified and can be completed 100% online through our improved web portal at www.sba.gov/disaster. These loans may be used to pay fixed debts, payroll, accounts payable and other bills that can’t be paid because of the disaster’s impact. The interest rate is 3.75% for small businesses. The interest rate for non-profits is 2.75% and the loans can be extended over 30 years.

- Why this might make sense for you: The SBA EIDL can be used to maintain payroll, provide paid sick leave, meet increased costs, make rent or mortgage payments, as well as repay unmet expenses and obligations.
• **SBA EIDL Grants** - Businesses applying for an EIDL loan can request up to $10,000 be disbursed immediately. The amount need not be repaid, regardless of the loan decision. The form to apply for an advance is part of the new EIDL application. **If you have already applied for an EIDL Loan and wish to apply for the advance, please fill out the new, streamlined application.**

• **Why this might make sense to you:** This advance may be available even if your EIDL application was declined or is still pending, and will be forgiven.

• **If you need assistance with applying for the SBA EIDL loan or requesting the related grant—see the SBA District website for trainings or call an SBDC center.**

Paycheck Protection Program (PPP)

• **Please note:** After receiving additional federal funding, SBA resumed accepting Paycheck Protection Program applications from participating lenders on Monday, April 27, 2020 at 9:30 CDT.

• For anyone that has PPP questions, they can email minneapolis.mn@sba.gov. They will be monitoring actively. Otherwise, you may contact SBA’s Shaun McClary at 612 370-2320 or shaun.mcclary@sba.gov or myself.

• **Summary of Program:** The SBA PPP is a new federal $350 billion loan program at SBA for small businesses, self-employed people, and gig workers to help them from going under due to the COVID-19 pandemic. If employers maintain payroll, the loans would be forgiven.

• **Why this might make sense for you:** If a self-employed person needs compensation or a business or nonprofit needs funds for employee compensation, including: salaries, wages, commissions, or similar compensation; cash tips or equivalents; vacation, parental, family, medical, or sick leave; payment required for providing group health care benefits (including insurance premiums); payment of retirement benefits; and payroll taxes. Funding may also be used for payment of interest on mortgage obligations, rent, utilities, and interest on pre-existing debt obligations.

SBA Express Bridge Loans

• a new federal program through the SBA that enables small businesses who currently have a business relationship with an SBA Express Lender to access up to $25,000 quickly that can be repaid in full or in part by proceeds from the EIDL loan.

SBA Debt Relief

• If you have a current or SBA 7(a), 504 or microloan the SBA will automatically pay the principal, interest, and fees for a period of six months. This also applies to new loans issued prior to September 27, 2020.

IRS Employee Retention Credit

• **Summary of Program:** The Employee Retention Credit is a refundable tax credit against certain employment taxes equal to 50 percent of the qualified wages an eligible employer pays to
employees after March 12, 2020, and before January 1, 2021. Eligible employers can get immediate access to the credit by reducing employment tax deposits they are otherwise required to make. Also, if the employer’s employment tax deposits are not sufficient to cover the credit, the employer may get an advance payment from the IRS. The maximum credit is $5000 per employee. Participating in this program makes your business ineligible to participate in the PPP program.

Pandemic Unemployment Assistance Program

- **Summary of Program:** Near the end of April, the Minnesota Unemployment Insurance program began making Pandemic Unemployment Assistance (PUA) payments to people who are self-employed, independent contractors, and other eligible recipients who are not eligible for regular unemployment benefits. PUA is a new program that was authorized by Congress in the Coronavirus Aid, Relief, and Economic Security Act (CARES Act) and signed into law on March 27, 2020. DEED has processed initial payments for more than 10,000 people already, and more will be coming every day. Minnesota is one of the first states in the nation to provide this benefit and the second state to have all three federal stimulus programs up and running.

- **Why this might make sense for you:** If you are an independent contractor or self-employed person who would not typically be eligible for unemployment benefits, but you have lost income due to the COVID-19 pandemic.

- If you have already applied for regular unemployment benefits, you do not need to do anything extra to qualify for PUA. DEED will automatically establish a PUA benefit account for you if you are eligible.

- If you have not applied for unemployment benefits yet, special instructions for self-employed and 1099 workers are available here. These instructions include steps you can take to make your account easily identifiable as potentially eligible for PUA.
  - If you applied for unemployment benefits without following those instructions, don’t worry – you don’t need to change anything. Your account will still be reviewed for PUA eligibility.

- If you have not heard from DEED yet, don’t worry. There is no need to call or follow-up; you will hear from us proactively if we need additional information to determine eligibility.

- You will receive information about PUA benefits in your online account, by email, and by mail.

- Applicants who receive PUA benefits will also receive the $600/week additional payment.

We have developed an updated FAQ for applicants: [COVID-19 information for self-employed people and independent contractors](#)

**Minnesota Small Business Emergency Loan Program**

- **Note:** DEED is not able to authorize additional loans through the Minnesota Small Business Loan Program. All funds for this program have been allocated as of April 16, 2020. Current loan requests have exceeded funding availability. Please visit this site regularly to learn if the legislature has made additional loan funds available.

*Information Last updated 6.19.2020*
• **Summary of Program:** Minnesota Small Business Emergency Loans are made through an approved lender – you can find FAQs, application materials and lenders on the DEED website. These loans are for $2,500 to $35,000 and at a 0% interest rate. There is a total of $30 million available for this program.

• **Why this might make sense for you:** If you are affected by Executive Orders 20-04 and 20-08, this program could provide a 0% loan to help you meet expenses.

**Minnesota Small Business Loan Guarantee Program**

• **Summary of Program:** This program provides a 80% loan guarantee for loans up to $250,000 made by a qualified economic development lender within this program. Details for business are not yet on DEED’s website but DEED and agency partners are reaching out to lenders to make them aware of this new program – look for more details soon. This program is intended to incent the private market to make loans to small businesses and provides the guarantee for those loan dollars. The state is providing a loan guarantee of $10 million which is likely to leverage between $20 and $25 million in lending by private banks.

• **Why this might make sense for you:** Your lender will consider your situation and may require this guarantee in order to lend money to your business.

**Unemployment Insurance Shared Work Program**

• **Summary of Program:** The Shared Work program offers an alternative to layoffs for employers facing a temporary downturn in business. Administered by DEED’s Unemployment Insurance Division, the program allows employers to divide available hours of work among a group of employees instead of implementing a full layoff. These employees may then receive partial unemployment insurance benefits while working reduced hours. The purpose of Shared Work is to avoid a layoff, not to subsidize wages.

• **Why this might make sense for you:** Shared Work can help employers avoid the difficulties that can go along with a layoff. If employees keep working during a temporary slowdown, employers can more quickly gear up when business conditions improve. Learn more about the [Shared Work Program](https://www.mn.gov/deed/unemployment-insurance/shared-work-program/) on our Unemployment Insurance Division’s website.

**Indian Business Loan Program**

• up to $2.7 million available; based on number of enrollment members: [https://mn.gov/deed/business/financing-business/deed-programs/indian/](https://mn.gov/deed/business/financing-business/deed-programs/indian/)

**Emerging Entrepreneur Loan Program**

• up to $250,000 available per loan for targeted, underserved groups

**Tax Provisions**

Here are the tax provisions in the stimulus bill relevant for small businesses. Note that neither of these are available to business receiving assistance through the Paycheck Protection Program.
• **Employee Retention Credit for Employers Subject to Closure or Experiencing Economic Hardship**
  o This provides a refundable payroll tax credit for 50 percent of wages paid by eligible employers to certain employees during the COVID-19 crisis.
  o The credit is available to employers, including non-profits, whose operations have been fully or partially suspended as a result of a government order limiting commerce, travel or group meetings or who have experienced a greater than 50 percent reduction in quarterly receipts, measured on a year-over-year basis.
  o The credit is **not available** to employers receiving assistance through the Paycheck Protection Program. The credit is provided through December 31, 2020.

• **Delay of Payment of Employer Payroll Taxes**
  o Allows taxpayers to defer paying the employer portion of certain payroll taxes through the end of 2020, with all 2020 deferred amounts due in two equal installments, one at the end of 2021, the other at the end of 2022.
  o Payroll taxes that can be deferred include the employer portion of FICA taxes, the employer and employee representative portion of Railroad Retirement taxes (that are attributable to the employer FICA rate), and half of SECA tax liability.
  o Deferral is **not provided** to employers receiving assistance through the Paycheck Protection Program.

• Assistance with filling out these applications:
  • THE SBA District office provides webinars – https://www.sba.gov/offices/district/mn/minneapolis
  • Call your local SBDC for assistance – https://mn.gov/deed/business/help/sbdc/

Additional Information:
• Contact the SBA disaster assistance customer service center.
• Call 1-800-659-2955 (TTY: 1-800-877-8339) or e-mail disastercustomerservice@sba.gov.
• Visit SBA.gov/disaster for more information.

**CareerForce**
https://www.careerforcemn.com/careerforce-blog/what-careerforce-services-are-available-time
For additional assistance:
• https://www.careerforcemn.com/
• CareerForce Help Desk at 651-259-7501
• Email careerforce@state.mn.us

**To our nonprofit partners: we are here to help**

*Information Last updated 6.19.2020*
We are doubling down on our commitment to our nonprofit partners at DEED. In the last year we made several changes to our Request For Proposal and grant monitoring processes to strengthen our relationships with community nonprofits who are an important partner in meeting our workforce development goals. We streamlined processes and made improvements in our systems so that our nonprofit partners can operate with efficiency, clarity, and agility. If you think you might need an advance payment or grant extension, please contact your DEED Program Coordinator.

**Cash Advances**
Reimbursement is the preferred method for grant payments, but in certain circumstances, DEED can approve cash advance payments for nonprofits. Please contact your DEED Program Coordinator to learn about the cash advance process.

**Partnership and Technical Assistance**
Given that the state is experiencing a rapidly changing economic situation and given that when Minnesotans are ready to return to work, we will be ready with a system to support them, we encourage our partners whose needs have changed to reach out to us. For our partners who are facing extraordinary circumstances that are challenging their ability to perform their proposed work, DEED is ready and willing to work with you on a case-by-case basis. Please reach out to your DEED Program Coordinator for technical assistance.

http://mn.gov/deed/newscenter/social-media/deed-developments/index.jsp?id=1045-424714

Additional links: [https://mn.gov/deed/newscenter/covid/employers/](https://mn.gov/deed/newscenter/covid/employers/)

**Health**

Please see Attachment B.

The Minnesota Department of Health (MDH) will continue to provide support to Minnesota Tribes and their citizen during the COVID-19 State of emergency. General information and guidance regarding COVID 19 can be found on the MDH website at: [https://www.health.state.mn.us/diseases/coronavirus/index.html](https://www.health.state.mn.us/diseases/coronavirus/index.html)

MDH Tribal Liaison Jackie Dionne can be reached at Jackie.Dionne@state.mn.us

<table>
<thead>
<tr>
<th>RESOURCE</th>
<th>TELEPHONE</th>
<th>WEBSITE</th>
<th>NOTES</th>
</tr>
</thead>
<tbody>
<tr>
<td>MN Department Of Health COVID-19</td>
<td>800-657-3903</td>
<td>Department of Health COVID-19 Info</td>
<td>• Mandated reporters: healthcare</td>
</tr>
</tbody>
</table>

*Information Last updated 6.19.2020*
<table>
<thead>
<tr>
<th>RESOURCE</th>
<th>TELEPHONE</th>
<th>WEBSITE</th>
<th>NOTES</th>
</tr>
</thead>
</table>
| Testing for COVID-19 MDH | 3/21/20@9 am 651-201-4718 | [Find Low Cost Healthcare or Insurance](#) | • Limited testing at Mayo Clinic in Rochester for only local Emergency Responders  
• Refer them to the MDH website or phone number as they are talking to people to try and calm them down or try to do so yourself |
| US Centers for Disease Control and Prevention (CDC) | | [CDC COVID-19 Information](#)  
[Protection from & Identifying COVID-19](#)  
[https://www.cdc.gov/coronavirus/2019-ncov/prepare/cleaning-disinfection.html](#) | • Main page  
• Refer for a lot of reasons and especially for Guidelines for Sanitizing & Disinfecting |
| Minnesota Warm line: 1) Wellness in the Woods, 2) Peer-to-Peer Mental Health Support | 1) 844-739-6369 has longer hours or 2) 651-288-0400 or Text “support” to 85511 or Or call **Crisis (**)274747 | | |
| Mental Health Techniques | | [Managing Stress](#) | |

*Information Last updated 6.19.2020*
Office of Higher Education

The Minnesota Office of Higher Education is a cabinet-level state agency providing students with financial aid programs and information to help them gain access to postsecondary education. The agency also serves as the state's clearinghouse for data, research and analysis on postsecondary enrollment, financial aid, finance and trends. While our physical office is currently closed to the public during this emergency we are still providing all our services in a remote fashion.

Main website: [http://www.ohe.state.mn.us](http://www.ohe.state.mn.us)
Coronavirus Updates page: [http://www.ohe.state.mn.us/mPg.cfm?pageID=2390](http://www.ohe.state.mn.us/mPg.cfm?pageID=2390)

OHE Tribal Liaison Megan FitzGibbon can be reached at megan.fitzgibbon@state.mn.us

Information about Financial Aid Program resources:
[http://www.ohe.state.mn.us/mPg.cfm?pageID=1296](http://www.ohe.state.mn.us/mPg.cfm?pageID=1296)

**Highlighted Programs**

**Minnesota Indian Scholarship Program:** [http://www.ohe.state.mn.us/mPg.cfm?PageID=149](http://www.ohe.state.mn.us/mPg.cfm?PageID=149)
For questions related to this program please contact Lara Gerhardson. Contact information is available on the webpage above.

**State Grant Program:** [http://www.ohe.state.mn.us/mPg.cfm?PageID=138](http://www.ohe.state.mn.us/mPg.cfm?PageID=138)
This is Minnesota's largest financial aid program. The program coordinates the federal Pell Grant Program with the State Grant program in assisting Minnesota families.

**Postsecondary Child Care Grant Program:**
[http://www.ohe.state.mn.us/mPg.cfm?PageID=140](http://www.ohe.state.mn.us/mPg.cfm?PageID=140)
Helps low-income students who have young children pay for child care while the student attends classes.

**SELF Loan and SELF REFI:** [http://www.selfloan.state.mn.us/index.cfm](http://www.selfloan.state.mn.us/index.cfm)
[http://www.selfrefi.state.mn.us/](http://www.selfrefi.state.mn.us/)
The SELF Loan is a long-term, low-interest student loan. The SELF Refi is a student loan refinancing program administered by the Minnesota Office of Higher Education. The program is available to Minnesota residents who completed a postsecondary course of study and meet the credit criteria.

*Information Last updated 6.19.2020*
**Other Resources:** In addition to the above information the office also offers a range of competitive grant opportunities for college preparation and access. Those can be found [http://www.ohe.state.mn.us/mPg.cfm?pageID=892](http://www.ohe.state.mn.us/mPg.cfm?pageID=892)

**Human Rights**

Please see Attachment C.

If you have a disability that affects your risk for contracting COVID-19 or being harmed if you do contract this virus, you should request a reasonable accommodation from your employer. If people feel they are being discriminated against when they make reasonable accommodations, or are being denied access to services, they can call this office to speak to a neutral investigator.

MDHR Tribal Liaison Audel Shokohzadeh can be reached at Audel.Shokohzadeh@state.mn.us

**Human Services**

Please see Attachment D for a COVID-19 2020 Q&A document on Cash and SNAP Programs. Please see Attachment E on Child Welfare Targeted Case Management.

DHS Tribal Liaison Vernon LaPlante can be reached at vernonlaplante@state.mn.us

**DHS Department of Human Services 651-431-2000**

<table>
<thead>
<tr>
<th>RESOURCE</th>
<th>TELEPHONE</th>
<th>WEBSITE</th>
<th>NOTES</th>
</tr>
</thead>
<tbody>
<tr>
<td>DHS COVID-19 Info</td>
<td></td>
<td>DHS COVID-19 Info</td>
<td></td>
</tr>
<tr>
<td>Apply for cash, food, medical or emergency assistance.</td>
<td></td>
<td>Apply for Benefits (or call the county office they reside in. Hennepin County Residents: Must apply online because county has closed all of its offices until April 6.)</td>
<td>• Applications for other state programs are still accepted as well.</td>
</tr>
</tbody>
</table>

*Information Last updated 6.19.2020*
<table>
<thead>
<tr>
<th>RESOURCE</th>
<th>TELEPHONE</th>
<th>WEBSITE</th>
<th>NOTES</th>
</tr>
</thead>
<tbody>
<tr>
<td>MNsure</td>
<td></td>
<td><a href="http://www.mnsure.org">www.mnsure.org</a></td>
<td>• People can print out the application, complete it and then drop it off at their county office.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Counties are required to process Medicaid and MinnesotaCare applications.</td>
</tr>
<tr>
<td>DHS Provider of Childcare</td>
<td>888-234-1268 7 am - 7 pm</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DHS Licensing Look-up</td>
<td></td>
<td><a href="https://licensinglookup.dhs.state.mn.us/">https://licensinglookup.dhs.state.mn.us/</a></td>
<td>• For many licensed entities - child care, foster care (child/adult), community based services, mental health etc. Refer to Executive Order 20-12 as well.</td>
</tr>
<tr>
<td>Parents’ Resource</td>
<td>888-291-9811(ONLY M-F, 8:00 AM – 4:30 PM)</td>
<td>ParentAware.org</td>
<td>• To help find alternative child care in your zip code area.</td>
</tr>
<tr>
<td>Childcare Aware Line</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Because of the fluidity of the COVID-19 response situation, check the following website for the most updated information: [https://mn.gov/dhs/waivers-and-modifications/](https://mn.gov/dhs/waivers-and-modifications/)

*Information Last updated 6.19.2020*
Waivers and modifications

- The DHS Waivers and Modifications website: https://mn.gov/dhs/waivers-and-modifications

Under the Governor’s Emergency Executive Order 20-12, the Minnesota Department of Human Services has temporary authority to waive or modify requirements so that the agency and its partners can continue to provide essential programs and services to Minnesotans safely and without undue delay during the COVID-19 pandemic. Your Minnesota Department of Human Services continues to do daily reviews of potential flexibilities we could authorize to support counties, tribes, health plans and community partners in caring for Minnesotans throughout the COVID-19 peacetime emergency. Below is a list of all waivers and modifications currently in effect. This list will be updated as necessary. Check the website regularly for new decisions we have made. Operational instructions for counties, tribes, managed care organizations and providers related to these changes will be communicated separately. We encourage you to monitor the DHS website and DHS bulletins.

DHS Contract Flexibility
Due to COVID-19, DHS’ Contracts Division is encouraging flexibility in modifying grants and contracts to the extent allowable under state and federal law, which includes any emergency law or declaration related to COVID-19. Grantees and contractors will be in compliance with their grants and contracts if they follow the guidance below.

Non-budgetary changes during COVID-19
1. The grantee or contractor must provide the state’s contractual Authorized Representative with written notice of all non-budgetary grant and contract changes that are directly related to COVID-19.
2. If the state’s contractual Authorized Representative agrees with the grant and contract changes, the identified state authorized representative, working with DHS program contract staff, should respond with written approval of the non-budgetary changes.
3. Any agreed upon non-budgetary changes need to be formally incorporated into the grant or contract the earlier of: (1) the grant or contract expiration, or (2) the next time the grant or contract is amended.

An example of a non-budgetary change is moving an in-person meeting to an online meeting.

Budgetary changes during COVID-19
1. DHS staff must continue following standard amendment process if budgetary changes are required. Some grants and contracts may allow flexibility under the current scope of the grant or contract.
2. Cancellation fees: If a grantee or contractor incurs cancellation fees for a planned conference, speaker, etc., DHS staff should review the grant or contract to determine if

*Information Last updated 6.19.2020
the budget can accommodate this. DHS staff should work with their Administration’s finance staff to address this issue.

Travel

- All programs should follow current state and federal guidelines in approving travel whether it be in-state or out-of-state for any reason.
- Grantees should not engage in any non-essential travel until directed otherwise

Further information

- All grantees and contractors should follow guidance from the Minnesota Department of Health, Gov. Walz’s Executive Orders and the Center for Disease Control and Prevention (CDC) on responding to the COVID-19 pandemic. Additional information and resources are available at the BeReadyMN website.

Questions?
Contact your Contract Coordinator and Contract Attorney with any questions.

DHS has added a web page for our housing partners and providers with news about the pandemic response from the Housing and Support Services Division. The web page has information on the recently passed increased funding for Housing Support room and board and supplemental service expenses. As new waivers and program changes take place in response to the Pandemic, they will be added here.

Other resources:

Minnesota Heading Home Alliance

www.mn.gov/stayhomemn

Information about the Emergency Services Program (ESP) Funding and FAQ's, are housed on the Heading Home Alliance website (https://headinghomealliance.com/funding-resources-for-covid-response/).

Homeless Service Funding

On March 26, the state legislature passed a $330 million emergency funding package that was signed into law by Governor Walz on March 28. The legislation secured important and much needed funding for providers to serve people experiencing homelessness.

Emergency Services Program (ESP) Funds

The Office of Economic Opportunity (OEO) at DHS is responsible for administering the ESP funding. The team has developed a survey that will be used by non-profit organizations, tribal governments, or local units of government to request funding. The process will work as follows:

*Information Last updated 6.19.2020
• Complete the survey linked below. The survey will stay open on a rolling basis for providers to request funding as needs arise. Providers can request funds multiple times through the survey.
• The survey will ask questions about the level of funding needed, the activities/supplies you plan to purchase, and how the funds will be used. Responses to the survey cannot be saved while you are filling out the form. The PDF of the survey questions is linked below so you can plan out your responses ahead of your submission.
• The OEO team, in partnership with the Minnesota Interagency Council on Homelessness (MICH), and the Minnesota Department of Health (MDH) will review requests. If funding request is accepted and the entity requesting funds is an eligible entity, funds will be sent to the provider approximately two weeks from the date of survey submission.

Survey to Request Funding
PDF of Survey Questions
Frequently asked questions and answers

Please direct any questions about the survey, eligibility, funding process, etc. to Katelyn Warburton (katelyn.warburton@state.mn.us). The OEO team will work as quickly as possible to provide a response.

Funding can be used to:
• Maintain or expand shelter capacity that promotes the health and safety and quarantine options
• Purchase hygiene or sanitation supplies so providers can comply with CDC guidance
• Support staffing needs for homeless programs to maintain and hire staff necessary to protect the health and wellness of participants and staff

Grantees of these funds DO NOT need to be current ESP grantees, nor do they have to be current grantees of any funding from the DHS, or OEO. The primary grantee eligibility requirements are that the applicant is:
• A Tribal Government
• A Local Unit of Government, or
• A Non-profit Organization

Providers applying for these funds must:

1. Target homeless persons as defined by the State of Minnesota which is defined as: “Any individual, unaccompanied youth or family that is without a permanent place to live that is fit for human habitation. Doubling-up is considered homeless.” AND

*Information Last updated 6.19.2020
2. Must be either a drop-in center, overnight shelter-rotating church, congregate overnight fixed-shelter, overnight shelter – motel voucher, congregate transitional housing, and/or street/mobile outreach program.

**Housing Support Rate Increase**

Housing Support providers will be receiving more information through their county and tribal partners about the increase to room and board and standard supplemental service rates approved by the MN Legislature. A 15% rate increase was approved for March, April, and May expenses. Housing Support providers should start keeping track of their COVID-19 related expenses to ensure the health and safety of people they are serving.  

**Frequently Asked Questions** on the Housing Support rate increase.  
For more info contact Kristine Davis at Kristine.davis@state.mn.us 651-431-3845

**Additional food assistance funding**

$9 million has been appropriated to the commissioner of human services to address food bank, food shelf and transportation needs in responding to the COVID-19 pandemic. The funding will be available to approximately 400 food shelves, transportation organizations to distribute food and supplies between food banks and food shelves, and food banks that distribute food to food shelves. Food banks will receive at least $3 million of the funding. HungerSolutions will distribute the funding to eligible entities by a combination of formula allocation and competitive grant processes. The appropriation is for fiscal year 2020, and funds are available until June 30, 2021.

**Peacetime Emergency Child Care Grants:** [https://mn.gov/mmb/childcare/providers/](https://mn.gov/mmb/childcare/providers/)

As part of their COVID-19 Response Supplemental Budget proposal, Gov. Tim Walz and Lt. Gov. Peggy Flanagan proposed $30 million in funding for emergency grants for licensed child care providers serving essential workers during the COVID-19 public health emergency. Child care providers and educators themselves are expressly listed as essential.

More information about the grant application process:  

**Iron Range Resources and Rehabilitation**

IRRR serves an area encompassing 13,000 square miles (defined by the boundaries of 15 school districts) in Northeastern Minnesota. IRRR’s mission is to foster economic growth throughout its service area by investing in businesses, workforce and communities through a wide variety of activities, including grant programs.  

IRRR grant programs: [https://mn.gov/irrrb/grant-resources/](https://mn.gov/irrrb/grant-resources/).  

*Information Last updated 6.19.2020*
Executive Order 19-24 limited IRRR collaboration with Tribal Nations to the four that have tribal lands within the IRRR’s service area: Bois Forte, Fond du Lac, Grand Portage and Leech Lake. To date, the IRRR has not developed new programs in response to the COVID-19 pandemic. In the event such programs are developed and implemented, the IRRR will reach out to each of the four Tribal Nations within its service area and will provide assistance to ensure Tribal Nations are able to apply for grants under such programs.

IRRR Tribal Liaison Al Becicka can be reached at 218-735-3003 or at al.becicka@state.mn.us.

**Labor and Industry**

Please see attachment F.

Minnesota Department of Labor and Industry (DLI) ensures Minnesota’s work and living environments are equitable, healthy and safe. DLI will continue to provide support to Minnesota’s Tribal Nations and their members during the COVID-19 pandemic. General agency information and guidance regarding COVID-19 can be found on the DLI website at www.dli.mn.gov/downloads.

DLI Tribal Liaison Naheeda Hirji-Walji can be reached at naheeda.hirji-walji@state.mn.us.

**Metropolitan Council**

The [Transit Assistance Program](#) (TAP) is designed to make public transit in the Twin Cities metropolitan area more affordable for lower income residents. TAP provides a reduced fare pass on a Go-To Card. It allows customers to use a bus or train for just $1 per ride – even during rush hour – with a 2½ hour transfer.

Individuals can apply online & enroll here: metrotransit.org/tap-enrollment-form

**Military Affairs**

The Minnesota National Guard is under state jurisdiction and can be called by the governor to assist the state during disasters or other state emergencies. The National Guard stands ready to provide units and specialists to the state to protect life and property, and preserve peace, order, and public safety.

*Information Last updated 6.19.2020*
National Guard assistance may be provided when a situation is beyond the capacity of local, tribal, or state government to control and all civil resources have been exhausted and if required resources are not available from commercial sources. In addition, the Guard may be called when vital public services are lost and an immediate substantial threat to public health, safety or welfare is evident. Guard assistance is limited to tasks that the National Guard can perform more efficiently and effectively than any other agency.

Typical state active duty missions include:

- Security
- Traffic Control
- Evacuation
- Search & Rescue
- Civil Disturbance Control
- Fire Protection / Fighting
- Natural Disaster Relief
- Emergency Debris Clearance

Mission considerations
The National Guard is not a first responder; local authorities remain in charge of an incident. Minnesota Guard soldiers always remain under the charge of their military chain of command. Mission closure occurs when the protection of life and property, and preservation of peace, order, and public safety is deemed restored.

State active duty mobilization
County Sheriffs, or the Mayor of a city of the first class, may request National Guard assistance from the Minnesota Duty Officer (651-649-5451 or 1-800-422-0798) who then contacts the Division of Homeland Security and Emergency Management (HSEM) to process the request. HSEM coordinates with the National Guard and the Governor who approves/disapproves requests for support. The National Guard then contacts local Sheriff/Police Chief/tribal leader to coordinate mission requirements.

For Emergency Management

For Non-emergency community support
https://minnesotanationalguard.ng.mil/request-our-support/

MDMA Tribal Liaison Donald Kerr can be reached at Donald.j.kerr@state.mn.us.

Housing

Please see attachment G.

Visit the website mnhousing.gov

*Information Last updated 6.19.2020

MHFA Tribal Liaison Corey Strong can be reached at corey.strong@state.mn.us.

Natural Resources

MNDNR COVID-19 website: https://www.dnr.state.mn.us/covid-19.html

MNDNR Tribal Liaison Bradley Harrington can be reached at Bradley.harrington@state.mn.us

Pollution Control Agency

The Minnesota Pollution Control Agency is available to help Tribal Nations with technical assistance and support to respond to any environmental issues tribes may encounter during this time.

MPCA information on COVID-19: https://www.pca.state.mn.us/mpcas-response-covid-19

Additional information on financial assistance that is normally available from MPCA and other assistance programs:

Financial assistance: Grants and loans
https://www.pca.state.mn.us/about-mpca/financial-assistance-grants-and-loans

Minnesota GreenCorps:
https://www.pca.state.mn.us/waste/minnesota-greencorps

The Board of Water and Soil Resources:
https://bwsr.state.mn.us/apply

MPCA Tribal Liaison Helen Waquiu can be reached at helen.waquiu@state.mn.us.

Public Safety

Please see Attachment H.

*Information Last updated 6.19.2020
DPS Tribal Liaison Nigel Perrote can be reached at [nigel.perrote@state.mn.us](mailto:nigel.perrote@state.mn.us).

## Transportation

<table>
<thead>
<tr>
<th>Program Name</th>
<th>Resources</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tribes and Transportation Website</td>
<td><a href="http://www.dot.state.mn.us/mntribes/">http://www.dot.state.mn.us/mntribes/</a></td>
<td>Tribes and Transportation link is a portal to MnDOT agreements and programs currently active within Indian Country.</td>
</tr>
<tr>
<td>Cement Masons Employment Training</td>
<td><a href="http://www.dot.state.mn.us/civilrights/on-the-job-training-supportive-services.html">http://www.dot.state.mn.us/civilrights/on-the-job-training-supportive-services.html</a></td>
<td>Cement Masonry Program is joint venture between Union, MnDOT and Tribal TERO focused on heavy construction jobs.</td>
</tr>
<tr>
<td>Negotiated Maintenance Contracts</td>
<td><a href="http://www.newslne.dot.state.mn.us/archive/17/June/28.html#Z7">http://www.newslne.dot.state.mn.us/archive/17/June/28.html#Z7</a></td>
<td>These contracts can be developed for projects under $150,000.00 and are normally small projects within MnDOT.</td>
</tr>
<tr>
<td>Cultural Resource Unit</td>
<td><a href="mailto:Levi.brown@state.mn.us">Levi.brown@state.mn.us</a></td>
<td>Currently MnDOT contracts with MIAC, Fond du Lac and Hamline University to hire Cultural advisors and on our project sites that have or may have impacts to Indian Country throughout Minnesota.</td>
</tr>
</tbody>
</table>
### Program Name

- **American Disabilities Act Training Program**
  - Resource: Adrien Carretero, 651-236-7674, adrien.carretero@state.mn.us
  - Information: Program was created to help fulfill TERO and focus on employment needs around ADA.

- **Tribal Small Business Ownership map**
  - Information: GIS map reflecting all known tribally owned business. Map is designed to assist contractors in finding tribally owned business to sub contract with.

- **TERO**
  - Information: Tribal Employment Preference

---

**MnDOT Tribal Liaison Levi Brown can be reached at [levi.brown@state.mn.us](mailto:levi.brown@state.mn.us).**

---

**Minnesota Department of Veteran Affairs**

Please see Attachment I.

We are continuing to assist with the preparation and monitoring of both federal and state Veterans benefit claims and ensuring there is ongoing information dissemination to Tribal Veterans and their dependents throughout this process.

The following list should be used by Tribal Leadership in determining the appropriate Tribal Veteran Service Officer for information for their area:

---

*Information Last updated 6.19.2020*
<table>
<thead>
<tr>
<th>Tribe/Region</th>
<th>Name</th>
<th>Phone Number</th>
<th>Email Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grand Portage/Arrowhead</td>
<td>Clarence &quot;Clinker&quot; Everson</td>
<td>218/475-2780</td>
<td><a href="mailto:clarence.everson@state.mn.us">clarence.everson@state.mn.us</a></td>
</tr>
<tr>
<td>Bois Forte/Duluth Area</td>
<td>Ernie Steel</td>
<td>651/238-0334</td>
<td><a href="mailto:ernest.steel@state.mn.us">ernest.steel@state.mn.us</a></td>
</tr>
<tr>
<td>White Earth/Red Lake/ NW MN</td>
<td>Tom Spry</td>
<td>218/464-7190</td>
<td><a href="mailto:tom.spry@state.mn.us">tom.spry@state.mn.us</a></td>
</tr>
<tr>
<td>Central MN</td>
<td>Luke Johnson</td>
<td>507/837-2761</td>
<td><a href="mailto:luke.johnson@state.mn.us">luke.johnson@state.mn.us</a></td>
</tr>
<tr>
<td>Lower Sioux/Southern MN</td>
<td>Galyn Minkel</td>
<td>507/697-6185</td>
<td><a href="mailto:galyn.minkel@state.mn.us">galyn.minkel@state.mn.us</a></td>
</tr>
<tr>
<td>Metro Area</td>
<td>Wendy Sederstrom</td>
<td>651/231-5581</td>
<td><a href="mailto:wendy.sederstrom@state.mn.us">wendy.sederstrom@state.mn.us</a></td>
</tr>
</tbody>
</table>

Please check [https://mn.gov/mdva/resources/](https://mn.gov/mdva/resources/) for up to date information on possible additional State Veterans benefits.

MDVA Tribal Liaison Jim Miller can be reached at james.allan.miller@state.mn.us and at (320) 255-2663.
### ATTACHMENTS

<table>
<thead>
<tr>
<th>Letter</th>
<th>Description</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Department of Corrections</td>
<td>28</td>
</tr>
<tr>
<td>B</td>
<td>MN Department of Health – COVID-19 Resources</td>
<td>34</td>
</tr>
<tr>
<td>C</td>
<td>MN Department of Human Rights</td>
<td>37</td>
</tr>
<tr>
<td>D</td>
<td>MN Department of Human Services – COVID-19 2020 Q&amp;A re: Cash and SNAP Programs</td>
<td>42</td>
</tr>
<tr>
<td>E</td>
<td>MN Department of Human Services – Targeted Case Management for Face-to-Face Contact Requirements</td>
<td>92</td>
</tr>
<tr>
<td>F</td>
<td>MN Department of Labor and Industry</td>
<td>96</td>
</tr>
<tr>
<td>G</td>
<td>MN Housing</td>
<td>101</td>
</tr>
<tr>
<td>H</td>
<td>MN Department of Public Safety</td>
<td>102</td>
</tr>
<tr>
<td>I</td>
<td>MN Department of Veterans Affairs</td>
<td>111</td>
</tr>
</tbody>
</table>

*Information Last updated 6.19.2020*
The Victim Assistance Program is dedicated to ensuring that victim's rights are enforced, and victims and survivors have a meaningful voice within the state correctional system.

Under Minnesota law, victims and witnesses of crimes have certain rights. These rights include the right to be notified of certain court and correctional events, the right to participate in prosecution, the right to protection from harm and the right to apply for financial assistance. The right to be notified includes notification of:

- victim’s rights under Minnesota law;
- the content of any plea bargain agreements;
- changes in the schedule of court proceedings, including the date, time and place of sentencing;
- final disposition of the case;
- any pending appeals by the offender, including the right to attend the oral argument or hearing;
- sentence modifications for the offender, including the date, time and location of the review;
- release of the offender from prison or custodial institution;
- transfer of the offender from prison or custodial institution;
- escape of the offender from prison or custodial institution;

Click here to request notification

The right to participate in prosecution includes the right to:

- inform the court of the impact of the crime at the sentencing hearing;
- inform the court at the sentencing hearing of social and economic impact of crime on persons and businesses in the community;
- provide input in a pre-trial diversion decision;
- request a speedy trail;
- bring a supportive person to the pre-trial hearing;
- object to a plea agreement;
- attend the sentencing hearing;
- request a probation review hearing.

The right to protection from harm includes the right to:

- request the victim’s address be withheld in open court;

*Information Last updated 6.19.2020*
- a secure waiting area during court proceedings;
- request law enforcement to withhold the victim's identity from the public.

The **right to apply for financial aid** includes the right to:

- request the court to order the offender to pay restitution.

Victims may be eligible for financial assistance from the state if they have suffered economic loss as a result of a violent crime. For more information, see the Financial Assistance/Restitution page on this website or contact the Minnesota Office of Justice Programs, Minnesota Department of Public Safety, at 651-201-7300 or 888-622-8799, ext. 1.

**Rights of Domestic Violence, Sexual Assault, and Harassment Victims:**

- Be informed of prosecutor’s decision to decline prosecution or dismiss the case along with information about seeking a protective or harassment order at no fee
- Protection against employer retaliation for victims to take reasonable time off to attend order for protection or harassment restraining order proceedings
- Domestic abuse victims have the ability to terminate a lease without penalty
- Sexual assault victims can make a confidential request for HIV testing of a convicted offender
- Sexual assault victims do not have to pay the cost of a sexual assault examination
- Sexual assault victims may not be required to undergo a polygraph examination in order for an investigation or prosecution to proceed.

**Notification of Offender Custody Status**

- **MN CHOICE**
  - The DOC promotes safety in the lives of victims through its resources and advocacy. Minnesota CHOICE is the department's victim notification and information source. You can register for notification of an offender's custody status, release, transfer and other custody changes.

**Financial Assistance/Restitution**

**Restitution Collection during Incarceration**

Per DOC policy 300.100, Minnesota Department of Corrections can collect restitution from the offender during incarceration in the following ways:

- **10% of any money coming into the facility for offenders that have restitution or court-ordered obligations.** This applies to money sent to offenders by their family and friends. Refund money coming in is exempt from this collection.

*Information Last updated 6.19.2020*
• **10% of any money sent out by an offender, if that offender has restitution or court-ordered obligations.** Some offenders are able to save money, which they choose to send to their family or friends in the community, as well as order allowable comfort items from catalogs. This money is now subject to the 10 percent surcharge. Certain types of orders are not subject to this change, such as glasses, filing fees, exams for college classes, among others.

• **5% surcharge is collected on canteen purchases for offenders that have restitution or court-ordered obligations.** Hygiene items are the exception and there is no surcharge assessed on those items.

• **Prison wages.** Every offender is required to place a portion of their wages into the Gate Fee, up to $500. They are not allowed to utilize this gate fee prior to release, when it can be useful with reentry into the community. Initially when an offender starts receiving prison wages, 50% goes for gate fee and the other 50% goes into the offender’s spending account until there is a gate fee balance of $100. After that point, any earned prison wages will be divided into 50% offender spending account, 25% gate fee, and 25% restitution and court-ordered obligations. Once the gate fee balance reaches $500, 50% of earned prison wages will be applied to restitution and court ordered obligations.

If the offender has child support arrears and/or current child support, per Minnesota state statute child support is a higher priority than restitution and court-ordered obligations. Therefore, child support would need to be paid prior to collection of restitution and court-ordered obligations.

Once the DOC receives the restitution order from the Court, the information is entered accordingly into a database. It is possible that an offender may have more than one restitution order and/or multiple restitution recipients per one court order. The restitution payments will be paid out in the order that the court orders were received. Restitution collected during incarceration will be sent to the appropriate county court administration to be disbursed to the restitution recipient(s).

If you believe you were awarded restitution in a criminal case and the offender is incarcerated in a Minnesota Correctional Facility, please contact staff at (651)361-7250.

---

**Civil Judgment**

Victims can also try to collect restitution through the civil court. To get the restitution order "docketed," or entered as a civil judgment, the victim must file an Affidavit of Identification of

*Information Last updated 6.19.2020*
*Information Last updated 6.19.2020

*Judgment Debtor* with the Court. The civil judgment creates a lien against the offender/debtor that will show up on credit checks and real estate title searches until the restitution is paid. The judgment is enforceable for 10 years and can be renewed.

There is no filing fee for victims named in the restitution order. Once a civil judgment is filed, information about the victim becomes public. Victims can use the tools available through the civil courts to collect on this judgment, for example, garnishment of wages or bank accounts. Victims who do not know where the offender works or banks can contact the court administrator to file a *Request for Order for Disclosure* to obtain the offender's financial information. A *Writ of Execution*, also obtained from the court administrator, is used to seize assets to repay the debt. The local sheriff executes the *Writ of Execution* for a fee. Some property may be seized in this way, but many items are exempt from seizure.

Information and forms regarding this process are available from the local court administrator or on the Minnesota judicial Branch Website at [www.mncourts.gov](http://www.mncourts.gov).

**Minnesota Crime Victim Reparations Board**

Crime Victim Reparations is a state program that provides financial assistance to victims of violent crime. Reparations can compensate victims for expenses related to the crime, including medical bills, lost wages, funeral expenses, and loss of support. However, it does not compensate victims for property losses. Reparations can compensate victims regardless of whether the case is charged or successfully prosecuted. Victims of violent crime should apply for reparations even if they are also requesting restitution.

Victims and their families do not have to wait for the completion of any medical, dental, or mental health treatment to apply for reparations. They are encouraged to apply as soon as possible after the incident to hasten reimbursement. Claim forms are available from the Minnesota Crime Victim Reparations Board at (651)201-7300 or [www.dps.mn.gov](http://www.dps.mn.gov).

For more information regarding civil judgment and reparations, you may contact the Minnesota Department of Public Safety-Office of Justice Programs at (651)201-7300.
Planning for Offender Return to Community
Victims and community members may want to provide information, especially about safety concerns, when an offender is being released from a correctional facility. The DOC encourages victims and community members to provide information to facility caseworkers, and community supervising agents, as the information is helpful in release planning and supervision.

Confidential Information
The information you submit is confidential. It will be provided only to the facility case worker developing the offender's release plan (if the offender is incarcerated) and to the agent assigned to supervise the offender in the community.

When to Submit the Reentry Statement
You can submit this form at any time during the offender's incarceration. If you would like the information considered for release planning and supervision, please provide the form six months prior to the offender's release, as release planning by facility case workers typically begins six months prior to offender's release.

Conditions of Release
All offenders on supervision in the community have a standard condition which says offenders must not have direct or indirect contact with victim(s) of their current or previous offense(s) without prior documented approval of the agent/designee. This standard condition of release is not a court order preventing contact; it is a directive issued by the Department of Corrections which can be the basis for revocation of supervision if violated. If interested in obtaining a court order for no contact, please contact your local county attorney victim witness program or call Department of Corrections' Victim Assistance and Restorative Justice Program at 800.657.3830 or victimassistance.doc@state.mn.us

3 ways to complete Reentry Statement
1. Download the electronic reentry statement form (here), complete electronically, save and attach to an email to victimassistance.doc@state.mn.us or print and mail to Victim Assistance & Restorative Justice Program, 1450 Energy Park Drive, Suite 200, Saint Paul, MN 55108
2. Download and print the reentry statement form (here), manually complete the information and mail to Victim Assistance and Restorative Justice Program, 1450 Energy Park Drive, Suite 200, Saint Paul, MN 55108

Electronic Reentry Statement form can be downloaded here.

Paper copy Reentry Statement form can be downloaded here.

*Information Last updated 6.19.2020
Protective Orders & No Contact Directives

Court Ordered Protective Orders
- Order For Protection (OFP)
- Harassment Restraining Order (HRO)
- Domestic Abuse No Contact Order (DANCO)

DOC No Contact Directive

Condition of Release: No Contact with Current or Previous Victim(s)

Wrap Around Meeting Facilitation
If you are a victim of an offender and you have safety concerns, contact victim services to discuss safety planning options that may include facilitation of a wrap-around-safety plan meeting with a representative from Victim Services, local victim advocacy, law enforcement, and the offender's agent.

*Information Last updated 6.19.2020*
The Minnesota Department of Health has gathered some resources to help support the tribal nations during this pandemic. Additional guidance and resources can be found at: Minnesota Department of Health https://www.health.state.mn.us/diseases/coronavirus/index.html or at the Centers for Disease Control and Prevention (CDC) https://www.cdc.gov/coronavirus/2019-ncov/index.html

Basic Needs

Homelesshelterdirectory.org contains a list of emergency shelters and social service programs by state and city. Many of them may have waiting lists so please call before going in person. You can also use the database to search for food shelters and food banks. Other resources include: Foodpantries.org, greatplainsfoodbank.org or (701-232-6219) and findhelp.org. Some organizations that are currently providing services are Division of Indian Work, Salvation Army and Fargo Moorhead Coalition for Homeless Persons or fmhomeless.org.

Mental Wellness

It is important to maintain your wellbeing during these difficult times. The CDC and Minnesota Department of Health have resources that help you focus on self-care and how to manage anxiety and stress.

- **Safety**: Practice contact precautions: wash your hands with soap for at least 20 seconds, cover your cough and stay at home when you are sick.
- **Calm**: Maintain your day to day activities when possible. Stay active and practice coping techniques such as meditation or deep breathing. Talk to a professional if you feel overwhelmed.
- **Connect**: Check-in with your loved ones. Call, skype, video chat to maintain social distancing while connecting with each other.
- **Empowerment & Self-Efficacy**: Control your exposure to news and social media. Focus on the positive aspects in life. Prepare supplies in case someone gets ill.

Additional Resources

*Information Last updated 6.19.2020*
Disaster Distress Hotline (1-800-985-5590)
National Helpline (1-800-662-HELP)
National Suicide Prevention Lifeline, (1-800-273-TALK), https://suicidepreventionlifeline.org/
Native Wellness Power Hour: www.facebook.com/NativeWellnessInstitute
Social Distance Powwow: https://www.facebook.com/groups/832568190487520/

**Disability Services**

If you need help getting around or help picking up groceries and essentials, you can contact Metro Mobility from 7:30AM-4PM (Monday-Friday) at 651-602-1111, TTY: 651-221-9886 or metromobility@metc.state.mn.us. You can also call the Department of Human Services at 1-866-333-2466 for resources on assistive and accessible technology.

**Elder Services**

You can call the Senior Linkage Line at 1-800-333-2433 from 8AM-4:30PM (Monday-Friday) to be connected to services near you. To find grocery assistance, home support and transportation services in the metropolitan area you can call 651-642-1892 or check out helpatyourdoor.org. For those who are about to turn 65 years old, you can sign up for insurance at Medicare.gov.

**Behavioral Health Services**

To find the nearest treatment center use findtreatment.samhsa.gov. For assistance with substance use call 800-484-3731 or check out neverusealone.com. To attend virtual AA meetings check out thetokenshop.com/online.

**Domestic Violence Services**

If you do not feel safe at home call 911 or one of the hotlines to seek help.

<table>
<thead>
<tr>
<th>Standpoint MN Action Line</th>
<th>National Domestic Violence</th>
</tr>
</thead>
<tbody>
<tr>
<td>(1-800-313-2666)</td>
<td>(1-800-799-7233)</td>
</tr>
<tr>
<td>Minnesota Day One</td>
<td>Native Helpline</td>
</tr>
<tr>
<td>(1-866-223-1111)</td>
<td>(1-844-7NATIVE)</td>
</tr>
</tbody>
</table>

**Healthcare Access**

*Information Last updated 6.19.2020*
MNSure has a special enrollment period starting Monday, March 23 to Tuesday, April 21. Call 855-366-7873 from 8AM-4PM (Monday-Friday) or check out MNSure.org to get insurance. You can also call 651-489-2273 or check out Porticohealthnet.org to connect to health insurance. For the underinsured Bridgetobenefits.org provides assistance programs. The Women, Infant and Children (WIC) program provides nutrition education, breastfeeding support, supplemental foods and referrals to eligible individuals and families. To find out more call 1-800-942-4030 or check out https://www.health.state.mn.us/people/wic/.

**Preparedness/Guidance**

The Minnesota Department of Health website will provide prevention and case updates. The Minnesota Department of Education will provide academic, food and nutrition and special education resources. The Minnesota Department of Labor and Industry will have the most updated information on worker protections. To receive unemployment insurance call 1-877-898-9090 from 8AM-4:30PM (Monday-Friday) or check out uimn.org to enroll.

For additional questions:

- Governor’s Executive Order (1-800-657-3504)
- Daycare/Childcare Providers (1-888-234-1268)
- Schools and child care (1-800-657-3504), 7AM-7PM (Monday-Friday)
- Health Questions (1-800-657-3903), 7AM-7PM (7 days a week)

Minnesota Department of Health
Infectious Disease Epidemiology, Prevention and Control
625 Robert St N
PO Box 64975
St. Paul, MN 55164-0975

www.health.state.mn.us/

3/2020 To obtain this information in a different format, call: 651-201-5414 or 1-877-676-5414

*Information Last updated 6.19.2020*
In moments of fear and uncertainty, it’s unfortunately common to see heightened incidents of discrimination, bias, and hate crimes occur. And right now we’re
hearing from our Asian American community that it is experiencing backlash due to COVID-19. This is not acceptable. Below are three ways you can help.

1. Report Hate and Discrimination

If anyone is a victim of a **hate crime** because of fear around COVID-19, please contact the police.

If anyone **experienced discrimination** in their job, housing, or in a public place, contact our office. We enforce the Minnesota Human Rights Act that prohibits discrimination based on someone’s race, ethnicity, or other protected classes.

**How to Connect With Us:**

- Complete and submit [this online form](#)
- Send us an email at [info.mdhr@state.mn.us](mailto:info.mdhr@state.mn.us)
- Call us at 651-539-1133 or 1-800-657-3704

Translation and/or interpretation is available.

2. Share Accurate Information

The [Minnesota Department of Health's website](#) has video PSA’s, print materials, and translated documents to assist with preparing for and responding to COVID-19.
COVID-19 Hotlines:
Community mitigation (schools, child care, business) questions:
651-297-1304 or 1-800-657-3504
7 a.m. to 7 p.m.

Health questions:
651-201-3920 or 1-800-657-3903
7 a.m. to 7 p.m.

3. Amplify on Social Media

Help spread the word on social media so communities know they can reach out to our Department if they have experienced discrimination.

• Facebook
• Twitter
• Instagram

*Information Last updated 6.19.2020
Individuals with disabilities have the right to request “reasonable accommodations” from employers who are subject to the Americans with Disabilities Act and/or the Minnesota Human Rights Act.

**If you have a disability that affects your risk for contracting COVID-19 or being harmed if you do contract this virus, you should request a reasonable accommodation from your employer.**

Generally, people with an underlying health condition (compromised immune system, currently or recently pregnant, heart disease, lung disease, etc.) can request a reasonable accommodation (i.e. telework, stagger work schedule, change work stations to practice social distancing). For a comprehensive list of underlying health
conditions that may increase the risk of serious COVID-19 please visit the Minnesota Department of Health.

More Resources:

- More information and resources on worker protections
- What You Should Know About the ADA, the Rehabilitation Act, and COVID-19

Having trouble viewing this email? View it as a Web page.
Economic Assistance and Employment Supports and Housing and Support Services Divisions

COVID-19 2020 Questions and Answers re: Cash and SNAP Programs

*Information Last updated 6.19.2020*
## Contents

APPLICATIONS ........................................................................................................................................ 444

APPEALS ............................................................................................................................................... 49

CASE REVIEWS ..................................................................................................................................... 49

CLIENT ACCESS ..................................................................................................................................... 49

DWP TO MFIP CONVERSION .................................................................................................................. 54

DISQUALIFICATIONS ............................................................................................................................ 55

EBT ......................................................................................................................................................... 56

EMPLOYMENT SERVICES AND SNAP E&T ......................................................................................... 56

EXTERNAL COMMUNICATIONS ............................................................................................................. 63

FUNDING ................................................................................................................................................ 63

INCOME AND BUDGETING ................................................................................................................... 64

MAXIS ..................................................................................................................................................... 66

MFIP EXTENSIONS ............................................................................................................................... 67

OVERPAYMENTS .................................................................................................................................... 68

PROCESSING CHANGES AND NEGATIVE ACTIONS ............................................................................ 68

REVIEWS AND HRFS ............................................................................................................................ 74

STUDENTS ............................................................................................................................................. 78

UNEMPLOYMENT INSURANCE .............................................................................................................. 82

VERIFICATIONS AND CLIENT SIGNATURES ....................................................................................... 85

TRAINING ............................................................................................................................................... 90

---

Key: Questions highlighted in **yellow** have been added. Questions highlighted in **blue** have been revised. CASH answers refer to MFIP, DWP, GA, MSA, RCA and Housing Support.

*Information Last updated 6.19.2020*
Please see the COVID-19 Guide for Eligibility Workers for more detailed policy and system procedures

Applications

1. **Question:** Is the DWP Employment Plan requirement waived to approve applications?
   
   **Answer:** Given that the Diversionary Work Program is intended to provide intensive job search services to divert families from MFIP, in a period of rapidly escalating unemployment, the program is unlikely to benefit any applicants. Enroll all applicants for cash assistance directly on the Minnesota Family Investment Program.

2. **Question:** Are there any ideas out there to give paper applications to clients without having people come into the office? This is especially important for rural areas where internet access is poor.
   
   **Answer:** Paper applications can be put anywhere. For example, they can be put at libraries, grocery stores and anywhere else that the public may go. Counties and tribes are welcome to share ideas that you are doing. Please email them to DHS.SNAP-PAC.QA@state.mn.us.

   Workers are able to complete applications over the phone with the client. Workers should ask all the questions on the CAF and have the client answer verbally. Workers should review all rights and responsibilities that they are required to cover during an interview. On the signature line write that this application was completed by phone, the date of the phone application and the phone number of the client. Workers should then send a copy of the completed application to the client. In the interview CASE/NOTE indicate clearly on the first line that the application was accepted over the phone and a verbal signature was accepted.

3. **Question:** If a signature is not present on an application, can we accept a client’s verbal statement and add this to CASE/NOTEs?
   
   **Answer:** A verbal signature is acceptable. CASE/NOTE the action taken. If an application is completed over the phone, on the signature line write that this application was completed by phone, the date and time of the application and the phone number of the client. CASE/NOTE the signature was received verbally.

4. **Question:** Do we still need to complete a face-to-face interview for cash programs?
   
   *Information Last updated 6.19.2020*
Answer: No, do not require a face-to-face interview for cash programs at this time.

5. **Question:** What is the effective for accepting verbal applications over the phone?

   **Answer:**

   SNAP: March 1, 2020

6. **Question:** A client who previously closed for 100% sanction has reapplied. Do they need to work with ES for 30 days to regain eligibility for cash assistance?

   **Answer:** No. Participants have good cause due to the public health emergency and do not need to meet the 30 day compliance requirement for eligibility.

7. **Question:** How do we handle verifications for applications? Are we required to request verifications using the normal 10-day requirement or should we approve applications with verbal attestation so clients can get same-day approvals?

   **Answer:**

   CASH: Verify as much as you can electronically or through phone calls with third parties, such as employers. Allow signed personal statements as permitted under Combined Manual 10.03 – (Verification Cooperation and Consent) from applicants or participants. When you cannot get third party verifications electronically or through phone calls, use self-attestation for any required verification. This can be written or verbal attestation and should be documented in case notes.

   SNAP: Verbal verifications cannot be used as this time. Follow the current procedures for verifying mandatory and non-mandatory verifications found in all chapters of the Combined Manual 10 [Verifications]. Complete the following steps:

   1. Attempt to obtain verifications from the client either through mail or electronically if your office is closed.
   2. If you are unable to obtain verifications directly from the client, obtain an authorization for release signature from the client to obtain the verifications through phone calls to third party sources.
   3. If after all attempts to obtain the verification from the client and/or a third party source do not work, you can accept a client’s written statement as verification as a last resort. Other than for immigration verifications, please see below for more information.

   *Information Last updated 6.19.2020*
8. **Question:** Should eligibility workers still send referrals to Employment Services?

**Answer:** Yes, however, participants have good cause for non-compliance due to the public health emergency.

9. **Question:** Specifically for CASH, if we do not receive the needed verifications (not even verbally), do we still deny at 30 days?

**Answer:** Yes, if you are not able to attain the verifications (including verbal attestations), deny the case. Attempt to verify as much as you can electronically or through phone calls with third parties, such as employers or landlords. When you cannot obtain verifications, use self-attestation for ANY required verification. Case note any verbal verifications received. Please see verifications section below and the Immigration Status Verification section of the COVID-19 Guide for more information regarding the required SAVE immigration verification process.

10. **Question:** Household moved to Minnesota on 03/25/20 from Oregon. The agency confirmed that SNAP benefits in Oregon ended on 03/31/20 and no TANF was received. Should the 30-day residency requirement be waived during the COVID-19 public health emergency?

**Answer:** No changes have been made to the residency requirement for MFIP, DWP and GA (CM 11.06.09 – State Residence – 30 Day Requirement).

11. **Question:** We have applications that have been pending since before the COVID-19 scare started. Are we to go back and review all pending cases and push them through if they meet the minimum requirements? If not please tell us what application date this starts on.

**Answer:**

CASH: For applications that remain pending or are pended after March 20, 2020, you can use the new requirements for verifying information to process the application. Do not reinstate applications that have been denied previous to March 20, 2020.

SNAP: At this time, there are no changes to verification requirements policies.

12. **Question:** Normally, if a client isn’t able to stay for an interview (or sent in their application), we send an appointment letter. If the client does not attend the scheduled interview, we send a Notice of Missed Interview. My questions are:

   a. Is anything changing regarding notice requirements?

**Answer:**

Cash: No changes are being made with the interview process. An interview is allowed over the phone in all situations.

*Information Last updated 6.19.2020*
SNAP: No changes are being made to notice requirements. Continue to schedule interviews and send NOMIs if clients do not attend.

b. If changes are not being made to notice requirements, how are workers determining what date to use for the appointment time, when all applications are mailed or faxed in, or submitted online?

**Answer:** Notice requirements are not changing at this time. Follow your agency’s procedures for scheduling interviews and sending NOMIs.

13. **Question:** Our Agency is working from home and does not have access to printers. There is not a way for us to type on the electronic version of CAF in eDocs, will case notes re: verbal signature suffice?

**Answer:**
You should follow your agency’s process for processing CAFs over the phone. Document your process in CASE/NOTEs.

14. **Question:** Letter A states: "County, tribe, and community partner eligibility workers may complete an application over the phone when a potential applicant calls and expresses a need for help with cash. Eligibility staff should ask the caller if they wish to apply for assistance. If yes, complete the Combined Application Form (CAF) on the phone with the applicant, and CASE/NOTE that the applicant confirmed the accuracy of the information." If a call comes into an office at 4:15pm and our office closes at 4:30 PM, can we set a PND1 application by filling out the CAF1 the date of the call and set the phone interview for the next business day?

**Answer:**
Yes; capture the information you need to set the application date (CAF 1). Make sure to case note.

15. **Question:** If a client calls to say they want to apply for benefits, but we can’t call them back until the next day to fill out the CAF and complete the interview, is the date of application the date the client called to originally request benefits or the date we call them back to complete CAF and interview?

**Answer:** If you have the client's name and contact information, the date of application is the date they contacted the agency to inquire about applying for benefits.

16. **Question:** SSA has closed their offices and limited services due to COVID-19. The SSA is not accepting new applications for SSN at this time. Therefore, some applicants, including people with refugee status, asylum status, Iraqi & Afghani Special Immigrant Visa, Victims of Trafficking, and Cuban/Haitian Entrants are not able to provide proof of applying for a SSN. How do we proceed in processing their application?

**Answer:**

*Information Last updated 6.19.2020*
Answer: Good cause can be granted for not applying for a Social Security Number at this time and the participant can receive benefits, if they meet all other eligibility requirements. On the STAT/MEMB panel use the verification code “A” (Applied for SSN). Follow the guidance in POLI/TEMP TE02.08.081 (DAIL Message – SSN Not Verified) when using this code.

17. Question: If an applicant is over income for cash (and we did a phone application with verbal signature and verifications) and eligible for SNAP, can we approve or do we need a signed application for approval since it is no longer MFIP? If so, what is the date of the application since we cannot take an application over the phone for SNAP?

Answer: Effective March 1, 2020 and ongoing, a verbal signature can be accepted for the client to apply for SNAP. If a cash application was taken verbally prior to being able to accept a verbal SNAP application, call the client and confirm that the client would like to add SNAP to their application. Be sure to ask the client any SNAP related questions if they were not asked during the cash application interview. CASE/NOTE the date, time and client's phone number of the verbal signature and verbal answers given for the SNAP related questions asked.

18. Question: For cash programs, have any of the requirements to apply for SSI been lifted or has the timeline been extended at all (can we give the 6 months to do so)?

Answer: The requirement to apply for other maintenance benefits has not been lifted for cash programs. Clients should still apply for SSI if they are able to do so. However, workers should apply good cause exemptions if clients are unable to obtain necessary medical appointments, documentation, or interact with Social Security Administration staff due to limited access as a result of the public health emergency. Do not delay approving cash benefits; approve cash benefits and inform the applicant that they should apply for SSI.

19. Question: Application was received today, 3/31/20, and the participant is requesting cash and claiming he will be doing out-patient treatment. Do we need to obtain a medical opinion form to verify he is unable to work? Or do we accept his self-attestation?

Answer: GA: No changes have been made to GA basis of eligibility. Follow the provisions in CM 13.15.12 (GA Basis - Placement in a Facility). All other cash programs: Verbal verifications are acceptable.

20. Question: Can an agency approve MFIP without allowing client time to provide completed child support referral forms? Verbal verifications can be accepted for MFIP at this time due to COVID-19, can child support referral forms also be verbally completed?

*Information Last updated 6.19.2020
Answer: Yes, child support referral forms can be completed verbally. Clients are not required to complete child support referral forms prior to applications being approved. (CM 10.18.01 – Mandatory Verifications – Cash Assistance).

21. Question: For Cash, Bulletin 20-68-12 directs us to “ask the caller if they wish to apply for assistance” and if so, complete a phone interview and accept verbal signatures, verbal attestation and third party verifications. Can we direct people to the online CAF, ApplyMN, mail or email a CAF to the applicant?

Answer: Clients have the right to choose how they wish to apply for benefits. Complete the application with the caller if they wish to apply immediately.

Appeals

1. Question: What do agencies do about scheduled appeals where workers are working remotely without cell phone access at this time? Can they be rescheduled?

Answer: If a participant or county representative is unable to attend, follow the current appeals good cause process.

Case Reviews

1. Question: Will SNAP Quality Control (QC) and Management Evaluation (ME) relax their case review requirements at this time?

Answer: The ME team will not be reviewing ABAWDs this year. In addition, the SNAP ME will be reaching out to the agencies currently participating in the 2020 SNAP-ME review to discuss any changes to the process. QC is currently conducting all interviews over the phone. There are no other changes to the case review process at this time.

2. Question: Do we have any information if CASH audits will continue or what the plan is for them?

Answer: PC&A is continuing the normal audits of HC, TANF, CCAP, GA, Housing Support, and MSA. They will make changes in how errors or deficiencies are determined according to the effective date of the new changes and processes.

Client Access

*Information Last updated 6.19.2020
1. **Question:** Are considerations being made to waive months on MFIP during this peacetime state of emergency?

**Answer:** Yes, considerations are being made at the federal level. However, at this time, we are not waiving the TANF time limit.

2. **Question:** What is the name of the law that was recently passed by Congress?

**Answer:** The Families First Coronavirus Response Act (Public Law 116-127). It was signed into law on March 18, 2020.

3. **Question:** What if counties or tribes do not have a drop box outside for clients to drop paperwork off?

**Answer:** DHS is encouraging counties and tribes to set up a drop box if they do not have one. Counties and tribes that use drop boxes should share the details of how they are used so the information can be shared statewide. Please email any information you would like to share to DHS.SNAP-PAC.QA@state.mn.us. In addition, if you would like a letter from DHS encouraging that you have a drop box we can provide that.

4. **Question:** Some food banks are closing due to safety concerns. Will there be more funding available for SNAP to cover the increase needs due to these closures?

**Answer:** The Minnesota Food HelpLine (1-888-711-1151) can connect individuals and families to food shelves, meal programs, and food resources in their community. You can also find a listing of food shelves, meal programs, and other food resources on the Hunger Solutions Minnesota website.

The Families First Coronavirus Response Act includes:

- A general provision that allows the Department of Agriculture to approve state plans to provide emergency SNAP benefits to households with children who would otherwise receive free or reduced-price meals if not for their schools being closed due to the COVID-19 emergency. In order to be eligible, the child’s school must be closed for no less than 5 consecutive days.
- $500 million for the Special Supplemental Nutrition Program for Women Infants and Children (WIC) to provide access to nutritious foods to low-income pregnant women or mothers with young children who lose their jobs or are laid off due to the COVID-19 emergency.
• $400 million for The Emergency Food Assistance Program (TEFAP) to assist local food banks to meet increased demand for low-income Americans during the emergency.
• In the event of a COVID-19 public health emergency declaration by the Secretary of Health and Human Services and a COVID-19 emergency or disaster declaration by a state, the Secretary of Agriculture:
  o shall provide, at the request of a state agency, emergency allotments to SNAP households to address temporary food needs not greater than the applicable maximum monthly allotment for the household size, and
  o may adjust issuance methods and application and reporting requirements to be consistent with what is practicable under actual conditions in affected areas.

The Minnesota Legislature has approved $9 million for the Minnesota Food Shelf Program to address food banks, food shelves, and transportation needs during the COVID-19 pandemic.

5. **Question:** Can a county social service agency close completely to the public?

**Answer:** The state has not yet issued guidance on this. This is a county decision at this time. Please refer to Governor Walz Emergency Executive Order 20-20 for Critical and Essential and your county or tribe for further guidance.

6. **Question:** Are there issues with eligibility workers working from home?

**Answer:** DHS does not have an issue with this. Be sure that you are following data privacy laws, ensuring participants’ information is protected.

7. **Question:** If a client’s case is converted from DWP to MFIP without the MTAF, will these months count against the TANF time limit?

**Answer:** Yes, any months a client receives MFIP will count against their TANF time limit, unless they meet a reason to not have a month count.

8. **Question:** Are we still approving significant changes?

**Answer:** Yes.

9. **Question:** During the COVID-19 emergency, can a client use a significant change more than twice in 12 months?

**Answer:** Not at this time.

*Information Last updated 6.19.2020*
10. **Question:** Can a Case manager from our Public Health unit be the client’s SNAP authorized representative without anything in writing from the client - just a verbal confirmation from the client?

   **Answer:** There are three types of AREPS: 1) A person authorized to act on behalf of a household in the application and reporting process, 2) A person authorized to obtain a person’s SNAP benefits on their own EBT card, and 3) A person authorized to use the SNAP benefits on the client’s EBT card. This answer applies to AREPs designated in #2 and #3 above.

   The client should choose someone they trust to access their EBT benefits. The designated AREP cannot be disqualified for an Intentional Program Violation, be a person involved in the certification or issuance processes of SNAP eligibility, or be a retailer who are authorized to accept SNAP benefits. This designation can be made verbally over the phone. Please review the COVID-19 Guide for steps in how to complete this process and what information must be given to the client and the newly designated AREP.

11. **Question:** Can SNAP clients now use their benefits to buy diapers and toilet paper. Is this true? If yes, can they start using their benefits now for these items or do we need FNS/USDA approval?

   **Answer:** No changes have been made to what clients can use their SNAP EBT benefits to purchase. For a list of items that can be purchased with SNAP EBT benefits, see the Eligible Food Items article on FNS’ website.

12. **Question:** For the 15% increase for Housing Support, is any action needed for workers to approve this?

   **Answer:** Workers do not need to take any action regarding the temporary 15% increase. The increased payments to Housing Support providers will be issued directly to providers and tracked by DHS outside of MAXIS and MMIS. Specific information regarding the issuance, allowable expenses, and tracking of the temporary 15% increase will be communicated to providers by the county or tribal Housing Support contact person who oversees their Housing Support agreement.

13. **Question:** We received a phone call from a participant who is currently active on SNAP, stating that she was told she is also eligible for emergency SNAP. I am really confused as to what she is referring to, other than expedited. She is not eligible for expedited since she is currently active. Is there another program for SNAP out there that we are missing?

   **Answer:** This is a program that is approved by FNS to increase the SNAP allotment to the maximum amount for the unit’s size. This has been approved for a two month time period. DHS

*Information Last updated 6.19.2020*
is working on a plan to issue these supplements to clients. No action is needed from workers at this time.

14. **Question:** For sanctioned MFIP cases for March and April should they continue to be vendor paid?

**Answer:** Policy surrounding mandatory vendor payments has not changed. (CM 24.09 – Protective and Vendor Payments)

15. **Question:** Are we waiving mandatory vendor pay for MFIP drug felons during the COVID-19/public health emergency?

**Answer:** Policy surrounding mandatory vendor payments has not changed. (CM 24.09 – Protective and Vendor Payments)

16. **Question:** When we removed the MFIP sanctions and issued supplements for 3/20 and/or removed the sanctions for 4/20, we coded EMPS with the “UN” code allowing “good cause” for noncompliance and removed the sanction.

   a. Should we continue to leave the “UN” code on EMPS for these cases after the sanction removal actions were completed? OR should EMPS be updated again once the sanctions are removed?

   **Answer:** The UN code on EMPS does not come into play when curing sanctions for good cause. If UN was entered solely to remove a sanction, remove it from EMPS. Good cause reasons for failure to comply can be found in the Combined Manual 28.18 (Good Cause for Non-Compliance – MFIP/DWP), 28.18.01 (MFIP Good Cause – Caregivers Under 20), 28.18.02 (MFIP Good Cause – Child Care) and 30.12.06 (RCA Employment Services Good Cause Claims). Refer to “J” in Bulletin 20-68-12C.

   b. We were directed to code the EMPS as “UN” to convert all DWP pending and active cases (for 5/1/20) to MFIP. We were instructed to leave that code on the EMPS even after the conversion. “UN” would be used to give a person an MFIP extension reason who otherwise might not be eligible due to more than 60 months of MFIP or their other extension reason is expiring. Are there other reasons we would use the “UN” code on the EMPS? Maybe for reasons that would affect the case or reports such as WPR or Self-support Index?

   **Answer:** During the public health emergency, the UN code can be used as follows:

   - to convert a case from DWP to MFIP. Refer to “I” in Bulletin 20-68-12C;
   - for FSS eligibility or;

*Information Last updated 6.19.2020*
• as an extension reason if no other extension category applies.

c. Will the “UN” in EMPS help the State with reports or to determine actions needed after the current emergency changes end?

   **Answer:** Yes, we are maintaining this coding in order to pull data on these cases (prior to the public health emergency there were only 12 cases in UN statewide).

17. **Question:** For Housing Support, if a client is at home with family for an extended visit (past 18 days) due to COVID-19, do we continue to keep the client open on Housing Support even if it is past the 18 day hold bed stay? If yes, will we be issuing overpayments later then?

   **Answer:** Housing Support payments for people who are temporarily absent due to offsite quarantine, isolation, as well as hospitalization due to COVID-19 or other non COVID-19 conditions, are eligible for extension beyond the current absent day limit of 18 days or 60 days in a calendar year. These reasons for temporary absences do not require prior county approval. Case note the reason for any absences extended under these circumstances and do not issue overpayments.

   The client obligation and state payments toward room and board do not change during the extended absence period.

   This change is authorized for up to three months, effective immediately. Workers should direct their questions on this temporary absence policy to dhs.dhs.grh@state.mn.us.

**DWP to MFIP Conversion**

1. **Question:** The bulletin states to convert all DWP cases to MFIP by May 1st if they meet eligibility requirements. If they do not meet MFIP eligibility requirements, do we keep them on DWP through their 4th month even if that extends past May 1st?

   **Answer:** If the client is not eligible for MFIP beginning May 1st, do not convert the case from DWP but allow the family to receive their 4th month of DWP benefits. An auto-close job will run and close the case after 4 months of DWP eligibility.
2. **Question:** I have a client whose DWP closed 2/29/20 due to DWP disqualification. 03/20 would have been her fourth month DWP. Should I be reinstating and approving 03/20 DWP and then converting the case to MFIP for 04/20?

**Answer:** No, the case should not be reinstated.

3. **Question:** If by converting DWP to MFIP it reduces benefits since the client is employed, should we still convert the case to MFIP?

**Answer:** Yes. Beginning May 1st, 2020, we will only look at MFIP eligibility.

4. **Question:** Client was approved for DWP prior to guidance to open MFIP. Now the client is receiving $442 per week unemployment, she was receiving a full DWP grant, do we open MFIP for May and flat the income out?

**Answer:** If the client was approved for DWP and is not eligible for MFIP, continue on DWP. If the client is eligible for MFIP, convert the case. Refer to the COVID-19 Guide for how to process this case.

## Disqualifications

1. **Question:** Client is pregnant and applying for SNAP. She is the only person in the household and is disqualified until August. Are we changing any disqualification rules due to COVID-19?

**Answer:** No rules are changing for SNAP disqualifications at this time.

2. **Question:** I have a case that has a disqualification set to start for 4/20 for member 01 due to signed IPV.

**Answer:** Policy on disqualifications remains unchanged. Follow CM 25.24.06 (Disqualification for Fraud).

3. **Question:** We have a case that was disqualified due to fraud in March and the disqualification is scheduled to begin 4/2020. Is there any impact on those cases? Should we continue to implement the disqualification or should that be delayed?

**Answer:**

CASH: Yes, continue to implement the disqualification.

SNAP: No changes are being made to the rules regarding disqualifications at this time.

*Information Last updated 6.19.2020*
4. **Question:** If we have clients that are currently disqualified due to fraud. If they try to reapply for programs should we continue the disqualification or will the time be waived due to the current situation?

   **Answer:** Disqualifications are not being waived at this time.

---

**EBT**

1. **Question:** With offices closed to the public, are there any changes to our obligation to issue EBT cards for expedited cases that don’t have active accounts?

   **Answer:** If a county or tribal office is closed to the public but the agency needs to issue a card immediately agencies should mail the EBT card to the client. See the [SIR Announcement](#) on 03/24/2020 for more information.

2. **Question:** Currently SNAP recipients cannot use their EBT cards to make on-line grocery orders/purchases but clients would like to do this, especially if they are at high risk and can’t go in to stores. The stores I have spoken with say the reason they cannot use a manual process to take EBT on-line is because it is not compliant with MN state security guidelines. Are these security guidelines able to be adapted to accommodate?

   **Answer:** We have been in communication with the Grocers Association about this and are pursuing federal approval options. We are working on making this possible but it will take time. Recipients can contact their county eligibility worker to request an AREP be added to their case. The AREP will then be issued an EBT to be used on behalf of the SNAP recipient.

3. **Question:** Can a case manager from our public health unit use a client’s EBT card to purchase groceries for them if the client is in isolation/quarantine? If so, can they use the client’s card without getting an additional card for themselves?

   **Answer:** Yes. The client would need to contact their county or tribal eligibility worker and request to have the case manager added as an AREP.

---

**Employment Services and SNAP E&T**

1. **Question:** What types of Wi-Fi are acceptable for security purposes when using WF1?

   **Answer:** Security procedures are unchanged regarding accessing DHS/DEED systems such as MAXIS/WF1. ES agencies should check with their agency IT person and/or their county regarding

   *Information Last updated 6.19.2020*
accessing MAXIS/WF1 to ensure that security procedures are in place whether they are accessing it from their home Wi-Fi or a public Wi-Fi network.

2. **Question:** What is guidance around sanctions? Shall we not impose sanctions/cure existing sanctions, or cure on a case by case basis?

   **Answer:** Minnesota statute (256J.57, subd. 1, clause (6)) recognizes an emergency situation as a good cause reason for failure to comply. The federal and state declarations of emergency apply to all Minnesotans. Do not impose sanctions on MFIP or RCA households and do not disqualify any DWP households during the public health emergency. Remove sanctions and issue supplements for March and do not impose new sanctions beginning 04/01/2020.

3. **Question:** Is it acceptable to conduct orientations and case management over the phone? Examples include utilizing the phone, email and texts. Text messages may include job leads, job fairs, upcoming trainings, community resources and appointment reminders. They will not include any identifiable information, will not be done using personal cell phones and will not include any Business Sensitive Information or Protected Health Information.

   **Answer:** This is acceptable and is the type of flexibility we are encouraging at this time. Refer to the [memo](#) sent out 03/17/2020 for MFIP/DWP and to the e-mail sent out 3/16/2020 for SNAP E&T.

4. **Question:** What is the guidance around activities, participation hours and log collection? Can we relax the participation requirements, if so, in what ways?

   **Answer:** Follow current guidelines about participation and compliance. Allow flexibility around how logs can be turned in, for example via a photograph of the log and as a text attachments instead of a physical paper mailed in. Remove current sanctions and do not impose new sanctions during the public health emergency.

   SNAP E&T providers are encouraged to move participants into case management-oriented activities such as Supervised Job Search and Supervised Job Search Training. SNAP E&T does not have a minimum hourly requirement and all SNAP E&T ABAWDs have been granted good cause for the duration of this emergency. Providers are encouraged to focus on maintaining contact, supporting participants’ motivation to work, and informing and enrolling new SNAP recipients who may need support at the conclusion of this emergency.

5. **Question:** Since schools are closed statewide can this be considered good cause for non-compliance?

---

*Information Last updated 6.19.2020*
Answer: If school closing creates any good cause reasons for failure to comply as outlined in the Combined Manual 28.18 (Good Cause for Non-Compliance – MFIP/DWP), 28.18.01 (MFIP Good Cause – Caregivers Under 20), 28.18.02 (MFIP Good Cause – Child Care) and 30.12.06 (RCA Employment Services Good Cause Claims) good cause exists.

SNAP E&T participants have been granted good cause.

6. **Question:** It will be challenging to get updated Medical Opinion Forms for existing extensions/FSS clients. Can those be extended for a period of time if up for review? What about for new extensions/FSS?

**Answer:** We recognize the challenge with getting updated Medical Opinion Forms for existing FSS clients. We recommend extending their current eligibility and reviewing again in 6 months. For extension cases, since the face-to-face assessments cannot occur, accept self-attestation from the client to extend current Medical Opinion Form if applicable and maintain current coding on DISA and EMPS. If no extension category is identified, extend under Unemployable through the duration of the public health emergency. Code “Member Meets Hard to Employ Category” field on EMPS with “UN”. On TIME, code Extension Reason as “05”. Create a TIKL for six months to review their status for a continuing extension.

If a family is due to have their extension reviewed for continuation during the public health emergency, automatically renew their extension if you believe their situation remains unchanged. Extend DISA end date out six months, if needed based on extension reason. If there is question about whether they continue to qualify under their current extension reason, submit a PQ. Do not delete existing DISA panels or remove SMC or Needed in Home coding from EMPS because this may impact their eligibility for the Housing Assistance Grant.

If a family who has already used 60 months of MFIP or TANF assistance applies for MFIP, find them eligible for extended MFIP under the unemployable category if documentation is not available for another extension reason.

7. **Question:** For DWP plans, can we use a text message for a client to confirm they are agreeing to the program requirements?

**Answer:** We are allowing verbal signatures at this time. Employment Counselors should review the EP with the client over the phone and note in the signature box that the EP was reviewed “by phone” and the date it was reviewed. A copy should be sent to the client. And this should be case noted. Current DWP cases should be converted to MFIP by 05/01/2020.

8. **Question:** How can clients continue to get their work participation hours if schools are closed?

*Information Last updated 6.19.2020*
**Answer:** If a client cannot complete their work participation hours as listed in their employment plan due to schools being closed, this is considered good cause for non-compliance. See good cause reasons outlined in the Combined Manual 28.18 (Good Cause for Non-Compliance – MFIP/DWP), 28.18.01 (MFIP Good Cause – Caregivers Under 20), 28.18.02 (MFIP Good Cause – Child Care) and 30.12.06 (RCA Employment Services Good Cause Claims).

9. **Question:** For new DWP applicants, can we extend the period to get the employment plan back to eligibility workers so we do not disqualify participants that are in the 10 day window? We will be doing our process via mail/return postage mail?

**Answer:** There will be no new DWP applicants during this time. All new applicants who would be DWP eligible will be deemed unemployable and be approved on MFIP. We are allowing verbal signatures for EPs at this time. Employment Counselors should review the EP with the client over the phone and note in the signature box that the EP was reviewed “by phone” and the date it was reviewed. A copy should be sent to the client and this should be case noted.

10. **Question:** For individuals who were previously mailed a NOITS with compliance due post waiver date, do we still impose a sanction or do we case note/approve good cause?

**Answer:** Do not impose sanctions on MFIP or RCA households and do not disqualify any DWP households during the public health emergency. CASE/NOTE that good cause was granted due to the public health emergency.

11. **Question:** What should we do for participants who need to be enrolled and who have a sanction pending or are currently in sanction for failing to meet with worker and develop a plan? We know we need to be offering to meet electronically/ via phone to cure this but should they remain in sanction or be sanctioned for not doing the enrollment/plan piece?

**Answer:** Do not impose sanctions on MFIP or RCA households and do not disqualify any DWP households during the public health emergency. Remove sanctions and issue supplements for March and do not impose new sanctions beginning April 1, 2020.

12. **Question:** For new referrals what do we do if someone does not follow through with meeting electronically/over phone to develop a plan and enroll in the program?

**Answer:** Participants have good cause for non-compliance through the duration of the public health emergency.

*Information Last updated 6.19.2020*
13. **Question:** What are we to do with new enrollees? Are we to write plans as we would normally but then allow for good cause when/if they aren't able to comply?

**Answer:** Correct. Continue to develop plans as normal and allow good cause for noncompliance through the duration of the public health emergency.

14. **Question:** The commissioner temporarily waived a requirement for MFIP participants experiencing family violence to meet with both an employment counselor and a family violence specialist if the family violence specialist cannot be reached. The commissioner also directed employment counselors to avoid requiring activities that participants indicate would be dangerous in their situation, such as face to face meetings. (Is this second statement specific still to those experiencing family violence or to any/all MFIP participants?)

**Answer:** This statement refers to participants who have the Family Violence Waiver or who are pursuing the Family Violence Waiver. For face to face requirements for all participants, refer to the [memo](#) sent out 03/17/2020 for MFIP/DWP and to the e-mail sent out 3/16/2020 for SNAP E&T.

15. **Question:** Is the COVID-19 an appropriate reason to use the Holding activity option for MFIP or RCA participants who are unable to complete their activities at this time due to everything closing?

**Answer:** Counties and tribes have the discretion to decide how to use the holding activity in Workforce One. If participants are not able to complete the activities in their Employment Plan, grant good cause and keep those activities open.

For SNAP E&T, providers may use the holding activity but are reminded that this activity is not considered a reimbursable activity. As always, participants who fall out of contact for 30 days or more must be exited from SNAP E&T.

16. **Question:** How do we provide support services when our offices are closed?

**Answer:** Agencies should develop an interim policy for how to make support services available to participants during this time. If you are a contracted agency, work with your county, Tribal

*Information Last updated 6.19.2020*
Nation and community partners to develop these processes. If you are a SNAP E&T provider contracted with DHS, please let us know if you plan to alter your support service process.

- Bus/gas cards may be mailed to participants. Participants do not need to physically sign for the card but receipts must be tracked. This could be a digital acknowledgement from the participant followed by a case note in WF1. Participants may come to providers to pick up support services where necessary and appropriate health precautions should be taken.
- For SNAP E&T purchases of items online to be delivered to participants is acceptable but receipts must be maintained and costs must be reasonable and necessary.
- Track all expenditures closely. Since the current situation will require flexibility and creativity it is important to keep accurate and detailed notes to back up expenses.
- Carefully case note all support service needs. This will assist your agency in demonstrating that costs were reasonable and necessary.

17. **Question:** How should we work with participants who are still working but whose childcare center has closed?

   **Answer:** All participants have good cause and should not be sanctioned for the duration of the public health emergency. If there is alternate child care available, work with the participant to enroll in the new child care center.

18. **Question:** Should we scan blank forms in EDS if we get a verbal signature? We want to make sure documents are missing for audits.

   **Answer:** No, do not scan blank documents into EDS. Thoroughly case note that you received a verbal verification.

19. **Question:** Will the Self-Support Index be waived for 2020?

   **Answer:** No.

20. **Question:** Do ES workers need to send status updates to lift March and April sanctions or will Eligibility Workers do this automatically?

   **Answer:** This process varies by county. ES workers should send status updates to lift March and April sanctions already imposed for good cause to ensure that the client receives a supplement for those months. ES workers may also utilize MAXIS Inquiry access to determine if the sanction has already been lifted by the Eligibility Worker.

*Information Last updated 6.19.2020*
21. **Question:** What do we do with participants who won’t enroll (attend overview, complete an initial appointment)?

   **Answer:** Participants have good cause for not attending overview or developing an Employment Plan. Do not sanction participants and lift all current sanctions as of 3/2020.

22. **Question:** Can we verbally confirm participation hours?

   **Answer:** Yes. Thoroughly case note that you obtained confirmation of participation hours from the participant over the phone.

23. **Question:** Should Employment Plans be written as Reduced Hours – Good Cause for the duration of the public health emergency?

   **Answer:** If you are developing a new Employment Plan and the participant is unable to meet the minimum hourly requirement due to COVID-19, then a Reduced Hours – Good Cause Employment Plan would be appropriate. You may also grant good cause without a Reduced Hours – Good Cause Employment Plan in place.

24. **Question:** Should we send in notices to end CCAP for clients who are no longer doing activities?

   **Answer:** No. Continue to inform the child care worker of changes, including any temporary breaks or if an activity has ended. Child care workers will determine continued eligibility and service authorizations for CCAP.

25. **Question:** Although support funds cannot be used for groceries, is ES allowed to issue Target/Walmart cards to help with rising cost of kids being at home. Like an emergency card of up to $100 per household to help with essentials?

   **Answer:** Follow agency and county policies regarding support services. Refer to ESM 12.6 for more information about allowable expenditures for employment services.

26. **Question:** Will participants who transition from one FSS extension category to Unemployable (due to an MOF that cannot be obtained) still receive the housing grant?

   **Answer:** We recommend extending their current FSS extension category and reviewing again in 6 months. This will maintain their MFIP eligibility, including the MFIP Housing Assistance Grant.

   If there is question about whether they continue to qualify under their current extension reason, submit a PQ. Do not delete existing DISA panels or remove SMC or Needed in Home coding from EMPS because this may impact their eligibility for the Housing Assistance Grant.

*Information Last updated 6.19.2020*
27. **Question:** Should we notify participants that we do not need them to turn in job logs (or other activity logs)?

**Answer:** No, advance notification is not required. If activity logs are submitted, case note and track the hours as normal. If participants do not submit logs, grant good cause, and do not impose a sanction. Case note the actions.

28. **Question:** Our understanding is that we are to write plans as we normally would and allowing good cause for non-compliance. However, it seems like the counties Eligibility Workers can and are referring applicants as Unemployable? So that would mean a FSS enrollment? We’ve asked that Ups are not referred as unemployable as there are many activities we can help with and work with them on during this crisis that do not require any face-to-face contact with us or employers.

**Answer:** We are maintaining this coding due to the ability to quickly pull data on these cases (prior to the public health emergency there were only 12 cases in UN statewide). All activities are allowed under an Unemployable plan and can be opened in WF1. The MFIP-FSS track is not a holding category. All participants (except those with a child under the age of 12 months who have chosen to take the exemption) should have an employment plan that is appropriate for the participant.

**External Communications**

1. **Question:** Will DHS continue to host calls or webinars to address ongoing questions from counties and tribes?

**Answer:** Yes. DHS is planning to host a webinar once per week unless we hear that this is too time consuming from counties and tribes. There will be a survey sent soon and DHS will incorporate the feedback from this survey. If you would like these meetings held more than once per week, please email DHS.SNAP-PAC.QA@state.mn.us.

2. **Question:** Will there be a call with the GA policy?

**Answer:** GA and MSA policy changes will be communicated as soon as the Legislature acts on our recommendations.

**Funding**

*Information Last updated 6.19.2020*
1. **Question:** Will there be more funding for Emergency Assistance/Emergency General Assistance?

   **Answer:** The state legislature is looking at options for funding. At this time, we do not have additional funds available but will release more information when it becomes available.

## Income and Budgeting

1. **Question:** Clients are calling asking for more SNAP due to their job ending, can we prospectively budget zero income for next month when we do not know how long they will not be working?

   **Answer:** Follow current prospective budgeting policies that can be found in the Combined Manual [22.03.01.03 (Prospective Budgeting – SNAP Provisions)]. For instance, when the unit is unsure of the amount of income or when it will be received, count only the income that the the county agency or Tribal Nation and the client are reasonably certain will be received during the certification period. Document this information in MAXIS CASE/NOTES. For verification procedures follow Combined Manual 10 (Verification) and 10.03 (Verification - Cooperation and Consent). We will provide additional guidance once we have it available.

2. **Question:** Do we have any information on Census workers and budgeting their income and budgeting changes to their income?

   **Answer:** This is still considered counted earned income. The budgeting and verification requirements have not changed. There were two SIR announcements posted on how to treat this income. They were posted on 02/04/2020 and 02/13/2020.

3. **Question:** For self-employment, clients are currently not able to switch from the taxable method to the 50% of current gross income method until recertification. Can we waive this requirement?

   **Answer:**
   CASH: We are not waiving this requirement at this time. Clients can switch to the 50% if there is a major change. See the Combined Manual 17.15.33.03 (Self-Employment – Convert Inc. to Monthly Amt – Cash) and see the definition of major change in the Combined Manual 2.39 (Glossary – Lump Sum..).
   SNAP: We are not waiving this requirement at this time. Clients will need to continue to use the taxable method until their next recertification.

4. **Question:** SNAP applicant states she must pay $25 per week to hold their spot at daycare while she is laid off due to COVID-19 and is home with the children. Q1: Is this an allowable deduction on the SNAP budget? Q2: If so, does the reason for lay off need to be

   *Information Last updated 6.19.2020*
verified? Q3: If lay-off turns out to not be caused by COVID-19, is it still an allowable deduction?

**Answer:** If the client is temporarily laid off due to COVID-19 and the business is not being considered essential, this can be allowed as a deduction. If the client is permanently laid off, then this can be allowed as a deduction if they are looking for work. Accept a client's verbal statement regarding the reason for the layoff or that they are job searching to receive the deduction. In addition, dependent care deductions do not need to be verified unless questionable. Document the information the client provided verbally in CASE/NOTEs. Verification of the job ending is a mandatory verification for SNAP eligibility, but is not needed for the dependent care deduction.

5. **Question:** Client works for a restaurant. They are going to pay their employees Emergency Pay of 50% of their income during the COVID-19 Emergency if their employee does not have scheduled hours for a week at a time as they are paid weekly. They will be taking taxes and other deductions except arrears from the pay. Is this unearned or earned income for SNAP?

**Answer:** Count this as earned income.

6. **Question:** For MFIP, are we using retrospective budgeting or prospective budgeting?

**Answer:** There have been no changes to the budgeting cycle. (CM 22.06 – How and When to Use Retrospective Budgeting, CM 22.03.01 – Prospective Budgeting – Program Provisions).

7. **Question:** Should we be budgeting Unemployment Compensation if clients have not yet started payments but have received their potential benefit notices? Or, if at time of interview they have not received a payment, do we not budget this?

**Answer:** Do not budget Unemployment Insurance income until the client actually starts receiving it. Follow the guidance in the bulletin and COVID-19 Guide for case specific processing steps.

8. **Question:** If we receive an application for SNAP where the client's self-employment business has been suspended due to COVID-19 and they are unsure when they can resume working, do we budget $0 until they can return to work?

**Answer:** In this case, it is to the client's benefit to choose the 50% method to budget their self-employment income. If they do choose this method, budget $0 in anticipated earnings. CASE/NOTE the verification received, the conversation with the client and why no self-employment income was budgeted ongoing. The unit will need to follow their reporting requirements to report when there are changes to their income.

*Information Last updated 6.19.2020*
MAXIS

1. **Question:** How are workers supposed to code the verification fields when a client's written self-attestation is used? For example, if an employer is closed and verification cannot be obtained that the client is no longer working there. Should it be "Other" and then a CASE/NOTE?

   **Answer:** If a client's written self-attestation is accepted as verification, use the verification code on the panel that indicates "other." Clearly state in CASE/NOTEs that a client's written self-attestation was accepted as verification. As a reminder, a client’s statement is not considered a collateral contact.

2. **Question:** For new applications that would have been DWP that need to now be approved as MFIP, how do we code MAXIS?

   **Answer:** Use the code of "UN – Unemployable" on STAT/EMPS in order to get MFIP eligible results if no other Unlikely to Benefit or FSS category applies [CM 08.06.24 – DWP Conversion or Referral to MFIP]. Maintain this coding for the duration of the public health emergency.

3. **Question:** While updating a case we will have to also update the JOBS panel even though we do not have updated information due to no HRFs — what should we do?

   **Answer:** Update the JOBS verification code to “4 – Other”. Update both retrospective and prospective sides with the corresponding pay check dates – or just update the months. Leave the income the same. Document in case/notes what was completed on the JOBS panel.

4. **Question:** Will the state extend hours that the state systems are available so that we can allow flexible work hours into the evening and weekends?

   **Answer:** Starting the week of 04/13/2020 MAXIS and MEC² will have extended availability as follows:

   - Monday – Saturday from 6:00 AM – 8:00 PM
   - Sunday 12:00 PM – 8:00 PM
   - Exception: There are some days at the beginning and end of the month when MAXIS and MEC² will only be available until 7PM. See the updated TSS Production Calendar for more information.

*Information Last updated 6.19.2020*
5. **Question:** If system availability hours are expanded, are Help Desk and MN.IT staff going to be available after hours for questions and security issues?

**Answer:** The TSS Help Desk hours will not be changed at this time, however DHS will be monitoring and adjusting availability as needed.

**MFIP Extensions**

1. **Question:** What about MFIP extension cases with an expired Medical Opinion Form (MOF)? Would they be able to stay open and if later found to not have an extension reason, will overpayment be changed?

   **Answer:** Continue the extension under the current extension reason, if that situation still exists. Additionally, add the UN - Unemployable coding to EMPS and approve MFIP. If there is question about whether they continue to qualify under their current extension reason, submit a PQ. No overpayments will be charged if someone is approved under this category during the COVID-19 emergency.

2. **Question:** Do we still need to send in an extension form to the extension team for participants reaching their 60th month?

   **Answer:** This process varies from county to county. Eligibility workers have been instructed to allow extension to continue either as they stand currently or under the Unemployable category.

3. **Question:** Are considerations being made for families that apply for MFIP but have used their 60 months to be eligible or would the same extension rules apply?

   **Answer:** If a family who has already used 60 months of MFIP or TANF assistance applies for MFIP, find them eligible for extended MFIP under the unemployable category if documentation is not available for another extension reason.

   If a family is due to have their extension reviewed for continuation during the public health emergency, automatically renew their extension if you believe their situation remains unchanged. Extend DISA end date out six months, if needed based on extension reason. If there is question about whether they continue to qualify under their current extension reason, submit a PQ. Do not delete existing DISA panels or remove SMC or Needed in Home coding from EMPS because this may impact their eligibility for the Housing Assistance Grant.

*Information Last updated 6.19.2020*
4. **Question:** Can the face-to-face meeting requirement 180 to 60 days prior to MFIP closing be waived to determine if a client meets an extension?

   **Answer:** Do not require face-to-face interviews at this time.

5. **Question:** If someone is unable to meet hour requirements for the employed extension due to COVID-19 closures, how does this affect the extension? Does it stay open indefinitely because they have good cause for not meeting hours, or is it still just 30 days to find a new job?

   **Answer:** During this period of time, participants who lose employment should be considered unemployable due to the emergency situation. Participants whose hours are reduced can be granted good cause.

### Overpayments

1. **Question:** Should we be computing overpayments for months prior to the COVID-19 emergency in which we now have the documentation on file?

   **Answer:** Yes, continue to calculate overpayments and enter claims into the system following current policies and procedures.

2. **Question:** Is the MF-FS portion of agency error overpayments still collectible during the COVID emergency? Or are these waived as well as the cash portion?

   **Answer:** Yes, the MFIP-FS portion of agency error overpayments is still collectible. See more details about overpayments in the COVID-19 Guide.

3. **Question:** Should MONY/CHCK supplements for 3/2020 sanctions be applied to current overpayments if applicable?

   **Answer:** Yes. Refer to CM 25.09 (Corrective Underpayments) and TE02.08.025 - RESTORED BENEFITS APPLIED TO A CLAIM.

### Processing Changes and Negative Actions

1. **Question:** Are there any changes to 10-day cutoff?

   **Answer:** No changes have been made to our processing deadlines at this time.

*Information Last updated 6.19.2020*
2. **Question**: Auto-close notices for 04/01/2020 were not sent. Will they be sent?

   **Answer:**
   
   CASH: No. We are asking at this time that workers do not take negative actions on these cases as the client did not receive the appropriate notice of adverse action for the month of April. Cases already approved to close prior to 10-day cut-off (and the announcement to not take negative action for 04/01/2020) will still close. No additional action is needed at this time.
   
   SNAP: Auto-close notices were not sent for April and will not be sent however, any expedited SNAP cases that were approved with postponed verifications will auto-close for 04/01/2020. Also cases that were set to close for other reasons, will still close for 4/1/2020. New negative actions cannot be taken for April since it is past 10 day notice.

3. **Question**: For cases that were already approved to close for 04/01/2020, do we need to approve these cases to stay open? For example, if mandatory verifications were not returned, if the client is ineligible or moved into a facility?

   **Answer:** No. These cases will remain closed as of 04/01/2020. No additional action is needed at this time.

4. **Question**: If a client requests their case be closed, can we close the case?

   **Answer:** Yes, close the case for the next available month, allowing for proper notice. Please see the Combined Manual 26.12.09 (Adequate Notice) and 26.12.18 (Cash Cut-Off Notice).

5. **Question**: For SNAP: Application was approved Expedited with postponed verifications and verifications were not submitted, do we continue to let the case close for April?

   **Answer:** Yes, the case will still auto-close for April 1, 2020. No further action is needed at this time unless the client provides the mandatory verifications to prevent the case from closing.

6. **Question**: Can we still close SNAP for May to approve MFIP cash and food?

   **Answer:** Yes, you can still close SNAP to approve a MFIP cash and food package. No changes to imposing negative actions for SNAP have changed at this time.

7. **Question**: Are there any reasons why a case should close?

   **Answer:** Yes, for cash, case closure reasons are outlined in corrected bulletin 20-68-12C

   CASH: Closure of cash cases should occur in the follow situations.
   - The household moves out of Minnesota.

*Information Last updated 6.19.2020*
• A fraud disqualification occurs.
• A client requests closure.

MFIP case closures should also occur in the following situations.
• Member 01 leaves the household, including for incarceration (unless they meet temporary absence – CM 14.09)
• A pregnant woman on MFIP with a “pregnant woman basis” reports that her pregnancy did not result in a live birth.
• No children remain in the household, including when the youngest child in the household turns 18 or 19 and has graduated.
• Counted income exceeds the MFIP transitional standard.

RCA case closures should also occur in the following situations.
• The entire household begins receiving SSI.
• The RCA unit becomes MFIP eligible.
• The eight-month timeline has been exhausted.
• Counted income exceeds the RCA income standard.
• Participant leaves the household, including incarceration and death.

GA case closures should also occur if the participant:
• Becomes eligible for SSI or other maintenance benefits
• Violates the drug felon policy
• No longer meets a GA basis of eligibility
• Leaves the household, including incarceration and death.

MSA case closures should also occur if the participant:
• Violates the drug felon policy
• No longer meets a MSA basis of eligibility (i.e. they no longer receive SSI)
• Leaves the household, including incarceration and death ((unless they meet temporary absence – CM 14.09)

Housing Support case closures should also occur when a client reports that they are no longer living in their Housing Support setting.

SNAP: No changes have been made to the negative action policies for SNAP.

8. **Question:** If a client calls to report that the children have moved out of the home and the case is no longer eligible for MFIP/DWP, should we close the case?

**Answer:** Yes.
9. **Question:** When adding people to MFIP, do we add them and their income as normal and only approve new results if there would be an increase to benefits? For example, a baby is born and we are adding newborn and newborn's father - newborn's father has income that would result in a decrease to the MFIP grant. Add the baby and Father but not approve the new results?

**Answer:** Follow the usual process for adding members to the MFIP unit, but do not require an addendum and allow for verbal verification when documentation is not available [CM 08.06.06 – Adding a Person to the Unit – Cash]. Approve new MFIP eligibility results including the new member and any income reported.

10. **Question:** I have a suspended MFIP case for April. Would they stay suspended unless they send in documentation showing a reduction in income?

**Answer:** Yes, the case will remain suspended for April and should be reviewed for May. If there is a reduction in income the participant can verbally attest to this; no documentation is needed. CASE/NOTE actions taken.

**Should this case close for May if there is no reduction in income?** Yes.

**Note:** MAXIS will allow additional suspension months until a new approval is completed. The housing grant will continue to be issued to eligible households during suspension. It is important that the Eligibility Worker take action on this case for May.

11. **Question:** How should workers handle the results of a fraud investigation—especially if it causes a negative action?

**Answer:** No changes have been made to this policy. Act on the results of the fraud investigation.

12. **Question:** MFIP CASE – child is approved for SSI. First payment 4/1/20. Can this child be removed from MFIP and added Uncle Harry Food for May?

**Answer:** Yes, in this situation it would be appropriate to remove the child from the MFIP household and evaluate for Uncle Harry food benefits.

13. **Question:** What should we be doing with cases that had active SNAP and recently added MFIP? We are tracking to close SNAP for 5/1/2020 and approve MFIP food and cash however this would generally mean less food therefore would be a negative action.

**Answer:** Follow usual procedures and approve MFIP for May.

14. **Question:** If we find client has an active felony warrant can still impose a negative actions?

*Information Last updated 6.19.2020*
Answer: No changes have been made to the policy about fleeing felons. Having an active felony warrant does not necessarily mean someone is a fleeing felon. Follow the guidance CM 11.27.09 (Fleeing Felons) and POLI/TEMP TE02.08.187 (Fleeing Felon).

15. Question: Case was transferred to Yellow Medicine County based on reported address. Receiving county is aware that this address is Project Turnabout, excluded time facility where recipient receives more than 50% of meals from the institution. Can receiving county terminate SNAP next available month due to institutional residence?

Answer: No changes have been made to imposing negative actions for SNAP at this time. Close the case the next available month, allowing for proper notice.

16. Question: Do we continue to make changes to Uncle Harry Food Support (UHFS) as we receive updated information and decrease the benefit accordingly?

Answer: No changes have been made to imposing negative actions for SNAP at this time. You can continue to decrease UHFS benefits as changes occur, allowing for proper notice.

17. Question: For SNAP can you work the CSES DAIL messages as we normally do and close the case if changes in anticipated child support income puts the unit over the gross income limits?

Answer: Yes, you can continue to process CSES DAIL messages following normal policies and procedures. No changes have been made to this policy.

18. Question: We have a mother and child open on MFIP. The child was placed into foster care and is Title IV-E eligible. If we do not close MFIP on this case, the child cannot be opened on IV-E Foster care. Can we still close MFIP for no basis of eligibility?

Answer: Close MFIP in this case so the child can receive Title IV-E.

19. Question: What if an MFIP participant had income in March that you know would have put them over for May—do you close them?

Answer: Refer to the revised bulletin 20-68-12C for a list of case closure reasons. Yes, you can close the case if you anticipate that their income will continue and they are over income due to counted income. However, if the client is at risk of a reduction in hours or possibly losing their job due to the current health crisis, we would recommend suspending for May, TIKL to contact the client to update their April income (verbal verification is allowed) and then determine if the case should close or be reopened.

20. Question: What do we do when MFIP Relative Care is open Grandma with grandchild and now the biological father is back in the home? Policy states that Grandma can no longer receive MFIP

*Information Last updated 6.19.2020
Relative Care and dad should be applying for assistance with the children on his case. Do we close the relative care case so dad can apply?

**Answer:** In this case, grandma is no longer eligible due to no children remaining in her MFIP household. Close relative care and have dad apply.

21. **Question:** Can a cash (all cash programs) be closed for date of death?

   **Answer:** Refer to the revised bulletin 20-68-12C for list of case closure reasons.

22. **Question:** Can a decrease in cash benefits be issued due to date of death of a unit member?

   **Answer:** Yes.

23. **Question:** If a client open on MFIP starts receiving Unemployment Insurance in April and child support that puts them over income. Would we close for May as the household is over income this month or would we be updating to close for June?

   **Answer:** This depends on if the participant is prospective or retrospectively budgeted as to when the income would result in a participant being closed for over income. You may close a participant whose household’s counted income exceeds the MFIP transitional standard.

24. **Question:** Client is a Drug Felon and has a current 1st occurrence failed UA still in place for failure to consent to a UA 11/17. We have no indication or documentation that she has resolved this be passing a UA since. The client would typically have a 30% sanction and her cash portion of MFIP vendored. However, temporary guidance states to not impose sanctions due to client's inability to comply during the Covid-19 Public Health emergency. Does this temporary guidance apply to Drug Felons who fail a UA as well?

   **Answer:** There have been no changes to the drug felon policy.

25. **Question:** The new Q&A says we can close an MFIP case if they are over income. Can we suspend the case for one month before closing? In this case our client received CS that is making her over income for May but will likely go back down making her eligible for June.

   **Answer:** Yes, suspension rules have not changed. After the initial months, suspend a case in the payment month if it is not income eligible in the corresponding budget month and you do not expect the excess income to continue. If the excess income will continue for more than 1 month, close the case. (CM 22.18 - Suspensions)

26. **Question:** Are we closing MFIP retrospectively for over income?

   *Information Last updated 6.19.2020*
Answer: Prospective and retrospective budgeting has not changed. If the retrospective income puts them over the income limit, assess whether or not MFIP needs to be suspended before closing the case.

27. **Question:** (GA) If a client moves from independent living to a facility, can the grant be decreased to PN grant from community grant?

**Answer:** Yes, the grant should be decreased to the Personal Needs Allowance.

28. **Question:** We understand that we are to approve an increase to MFIP benefits in 05/2020 if client reports a change to income however we are unsure how to do this. The client has a reduction in hours from 50 hours/pay period to 30 hours/pay period.

   a. What are we to put in retro side so MAXIS reads correctly?

   **Answer:** If this is on a retrospective budgeting cycle, retrospective budgeting applies. Use actual March wages to budget for May 2020. If this is on a prospective cycle – prospectively budget what you and the client anticipate will continue on-going. Client can request significant change, if applicable.

   b. Client is also receiving Unemployment income. How/What do we need to enter in the PIC - Anticipated income?

   **Answer:** MFIP does not read information entered in the PIC pop-up window. For prospectively budgeted MFIP cases, if you choose to update the PIC, enter what they are anticipated to receive on an on-going basis AND the same information has to be entered on the UNEA panel. Retrospectively budgeted MFIP cases use actual income. On the UNEA panel, enter what they actually received in the retrospective month and the prospective month can mimic the retrospective side or it can be anticipated income. CASE/NOTE actions taken.

**Reviews and HRFs**

1. **Question:** Do we still need to review HRFs, CSRs and recertifications 04/01/2020 that have already been submitted to determine if there is a positive change reported to the case?

   **Answer:**
CASH: Yes.
SNAP: MAXIS did not autoclose cases for no review for April. Review all changes reported on the forms. Since it is past 10 day notice and negative actions cannot be process for April benefits only process changes that increase benefits for April. Process changes for May as usual, allowing for proper notice. There would be no overpayments for April due to the reviews not being processed prior to 10 day cut off.

2. **Question:** For SNAP: Are we supposed to be approving all reviews for April?
   Example: If Cases were already closing prior to 10 day for not submitting verifications do we continue to let them close. If you do receive a review for April, please see the COVID-19 for further guidance on how to process this review.
   
   **Answer:** Yes, these cases will close April 1, 2020. No further action is needed at this time.

3. **Question:** For SNAP: For the Household Report Forms (HRFs) that were being tracked and were set to close the 17th when they were not submitted do we continue to leave those closed since we do not have any income verified?
   
   **Answer:** Any case approved to close for April 1, 2020 will still close. No further action is needed at this time.

4. **Question:** Case has an ER due for May, 2020 and the client submits a CSR with proof of income and shelter costs. How do we proceed? Are we supposed to update REVW panels at this time?
   
   **Answer:** Treat the CSR received like a change report form. Update the case according to the changes reported and verifications received as they are "known to the agency". Set the ER date out to November, 2020, and update the CSR date for May, 2021.

5. **Question:** If someone has a SNAP recertification do we request information without the interview? Did they receive a renewal form?
   
   **Answer:** Auto-close was held for any SNAP case that had a CSR or recertification for April 2020 that was not provided. HRFs, CSRs and recertifications were not sent for May, 2020. If the client provides a HRF, CSR or recertification, treat the client as reporting any changes as a change reported during the client's certification period. See the COVID-19 Guide for more information on processing changes.

6. **Question:** I received HIRE DAILS today for an active SNAP case. I requested verifications and gave the client-10 days to respond. The client also has a SNAP recertification for May, 2020, which we are aware at this time is not required due to COVID-19. If HIRE DAILS are unresolved after 10 days have been given, are we able to close SNAP for May, 2020?

   *Information Last updated 6.19.2020*
**Answer:** Yes, close the case allowing for proper 10-day notice. Update the STAT/REVW panel. Set the recertification date to November, 2020 and the CSR date to May, 2021 if the unit is subject to six-month reporting requirements.

7. **Question:** CS DAILS received today and the UNEA panels were updated. The client has a SNAP CSR for May, 2020, which we are aware at this time is not required due to COVID-19. Do we just leave the income that has been previously budgeted in JOBS and just update the pay dates (to clear STAT edits) and approve increase/decrease SNAP for May, 2020?

**Answer:** If the change in the Child Support income is expected to continue, approve the change (increase or decrease) for May, 2020. CASE/NODE the information received, the conversation with the client or child support worker about anticipated child support income and what was used in the budget and why. Update the STAT/REVW panel with the next CSR date of May, 2021. Do not update what was budgeted for the earned income unless the client has reported changes that are anticipated to continue. The pay dates on the face of the STAT/JOBS panel will need to be updated to clear any STAT edits.

8. **Question:** For MFIP, are we to be waiving all HRF and other requirements and just continuing to approve? If we do have things come in, do we still require verifications? Should we be approving negative actions?

**Answer:** MFIP units who are monthly reporters are not required to complete Household Report Forms (HRFs) and verify/confirm their income each month. If a client does report a change, attempt to contact the client to get verbal verifications. Contacting clients can be completed by phone, e-mail or teleconference. If this fails, send out a request for verification using the DHS-2919 (Verification Request Form) and allow the client 10 days to return the verification. If client contacts the agency, verify as much as you can electronically or through phone calls with third parties, such as employers or landlords. When you cannot obtain documentation, use self-attestation for ANY required verification. Approve new results based on reported and verified information (follow COVID-19 verification procedures), even if it results in a reduction in benefits. If you do not receive all information needed to update the case, TIKL for six months. Do not close the case for failure to verify reported information. Follow the list of case closure reasons outlined in Bulletin 20-68-12C.

9. **Question:** For MFIP, with no HRF’s being sent out, we are not receiving earned income to verify if they are over income. How would we determine if they are over income when we don’t know their income?

**Answer:** Clients are not required to report income or complete monthly Household Report Forms (HRFs). Assume currently budgeted income continues, unless the client reports a change. If a client reports that their income is now over the counted income for the program, close the case.

*Information Last updated 6.19.2020*
case if the household’s counted income exceeds the MFIP transitional standard. If the client reports a reduction in income, approve an increase in cash benefits. If the client reports an increase in income, approve a reduction in MFIP benefits. In the situation where we have suspended cases it will be the responsibility of the worker to reach out to the client to determine if the case is once again eligible or should close after the suspension month. CASE/NOTE the action taken.

10. **Question:** We are being asked to set the recertification date out six-months. However, Health Care does not want the renewal dates changed. How do we process this in MAXIS?

   **Answer:** Code "I" on STAT/REVW for Health Care. This will then not require you to update the date when updating the review date for cash programs or SNAP.

11. **Question:** Should we still impose sanctions for drug felons?

    **Answer:** No changes have been made to the drug felon policies and procedures at this time.

12. **Question:** Medical expenses were reported and verified in April, trying to update the case for May but a renewal is due. How do we process the medical expenses change since the May recertification was not sent?

    **Answer:** Since recertifications were not sent for May, process the change in the medical expenses as a change the client reported during their certification period. Following the guidance in [CM 10.18.02.03 (Non-Mandatory Verifications – SNAP)] for processing medical expense changes during the unit’s certification period. If the unit reported and verified the change in April, process the change for May. In order to avoid any edits for May since a recertification was due but not sent, update the review dates on the STAT/REVW panel. Update the next recertification date to six months from the current recertification month, which in this case would be November, 2020. Update the six-month review date (if the unit is subject to six-month reporting) to one year from the current recertification month, which in this case would be May, 2021. CASE/NOTE all actions taken on the case.

13. **Question:** If the agency approved to close a case for 04/20 due to no HRF, CSR, Recertification, when processing a change prior to the implementation of the COVID-19, should the agency be re-opening these cases if the only reason for the closure was no HRF, CSR, or Recertification?

    **Answer:** If the case closure for April was only because the unit did not provide a HRF, CSR or Recertification, reinstate the case with no proration.
    
    - If a recertification was due for April, update STAT/REVW with "U" and update the review dates. Update the "Date Received" field with 04/01/2020. Update the recertification date to October, 2020. For SNAP and Housing Support, if a

*Information Last updated 6.19.2020*
recertification was due for April, update the recertification date to October, 2020 and the CSR date (if the unit is subject to six-month reporting) to April, 2021.

- For SNAP and Housing Support, if a CSR was due for April, update STAT/REVW with "U" and update the review dates. Update the "Date Received" field with 04/01/2020. Update the CSR date to April, 2021. Update the recertification date to October, 2020.

- Even though the review dates are being extended, eligibility will be reviewed in six-months.

- If a HRF was due, update STAT/MONT with "U." Update the "Date Received" field with 04/01/2020. CASE/NOTE all actions taken on the case.

- See the case examples below:

Ex: MFIP closed for 04/20, due to processing a March HRF after 03/08/20.

**Answer:** Reinstate the case for April with no proration. Update STAT/MONT with "U." Update the "Date Received" field with 04/01/2020.

Ex: SNAP closed 04/20 due to no recertification, due to processing a SNAP increase in March based on a reported change.

**Answer:** Reinstate the case for April with no proration. Update STAT/REVW with "U" and set the recertification date to October, 2020. Update the "Date Received" field with 04/01/2020. Update the CSR date (if the unit is subject to six-month reporting) to April, 2021.

- If the closure was also due to other factors, such as failure to provide requested verifications, would the case remain closed?

**Answer:**

CASH: If you do not hear from the client about the case closure, the case remains closed. The reason being is that the case would have needed to be closed by 10-day cutoff (03/19/2020), which was prior to the instructions from DHS being released (03/23/2020) about not imposing negative actions for April. If the client contacts you about their case closure, you can accept verbal attestation from the client to reinstate the case.

SNAP: The client would need to meet all the criteria in CM 05.09.06 (When Not to Require Completion of an Application) to be reinstated.

---

**Students**

*Information Last updated 6.19.2020*
1. **Question:** I have an appeal on the 30th for MAXIS. Member 01 wants her daughter, Member 03 to be a part of the household although the daughter was attending college away from home. Previously when she was at college she would have been listed under multiple residences (CM 14.12 – Units for People with Multiple Residences) and the daughter’s main residence would have been college so Member 01 would have remained a unit of 1. Now due to COVID-19, her daughter is back at home with Member 01 and completing college courses online.

   a. Would students that don't meet the criteria from CM 11.18 (Students) remain ineligible students at this time?

      **Answer:** Yes, students who do not meet any criteria in CM 11.18 (Students) remain ineligible students.

   b. Would a student who was completing work study and is no longer able to as the school campus is closed remain an eligible student?

      **Answer:** A student who is still receiving work study payments, even if they are not able to physically perform their work would be considered to still be participating in work study and would still be an eligible student. However, if the student’s work study position has ended AND they are no longer being paid for this position then they would lose eligibility for the month following the month in which the position/payments ended.

   c. Would good cause per federal regulations apply to students who are no longer participating in work study? If so, would they then be eligible students?

      **Answer:** Students enrolled at least half time in a regular program at an institution of higher education must meet an exemption in CM 11.18 (Students) in order to be eligible for SNAP. At this time Federal SNAP policy does not allow good cause to be applied to student’s who have lost their work study jobs as a result of the COVID crisis. See answer to “b” above.

2. **Question:** If a student was an ineligible student while at school (did not meet any of the criteria found in CM11.18), but has moved home due to COVID-19 closures, are they now eligible for SNAP?

   **Answer:** No, an ineligible student who is either A) continuing to participate in school through online learning, or B) intending to return to school for the summer or fall term would still be considered an ineligible student, unless they now meet one of the criteria found in CM 11.18

*Information Last updated 6.19.2020*
Eligibility workers should check CM 11.18 and confirm that the student does not now meet one of these criteria.

If the student is not continuing to participate in school AND does not intend to return to school then they are no longer considered a student. Eligibility should be determined on a non-student basis.

3. **Question:** If a student was an eligible student while at school but has moved home due to COVID-19 closures, are they still eligible for SNAP?

**Answer:** Yes, with some exceptions. A previously eligible student who is either A) continuing to participate in school through online learning or B) intending to return to school for the summer or fall term would still be considered an eligible student. However, eligibility workers should also evaluate household income eligibility first.

However, if the student had established eligibility by A) working 20 hours or more each week or B) participating in work study and they are no longer able to continue these activities they will become an ineligible student at the end of the month in which the activity ends. Ultimately, the student would still need to meet one of the criteria found in CM 11.18 and eligibility workers should review CM 11.18 for any other exemptions before determining that a formerly eligible student is no longer eligible. NOTE: Students who are continuing to receive work study payment through the end of the school term are considered to be participating in work study until those payments end.

4. **Question:** If a student is applying for SNAP and does not meet any other exemption in CM 11.18 but has decided to participate in SNAP E&T, can they now be eligible?

**Answer:** Yes, if their enrollment in SNAP E&T has been verified by an E&T provider then they would be considered to be meeting one of the criteria found in CM 11.18 [Students]. This means that they would need to continue to comply with the agreed upon employment plan which their SNAP E&T provider will monitor.

Students in programs intended to last 2 years or less who apply for SNAP and do not meet other exemptions outlined in CM 11.18 should be referred to a SNAP E&T provider who can determine their eligibility for SNAP E&T. Counties should work with their local providers to identify best referral methods during this emergency. Counties are encouraged to refer participants to any E&T provider who is best equipped to receive referrals and most likely to meet the participants’ needs. A list of local E&T providers can be found on the SNAP E&T website.

5. **Question:** If a student already enrolled in E&T is no longer able to participate in their school program due to campus closures and/or lack of digital learning options or capacity, what activity should E&T providers enroll the student in?

*Information Last updated 6.19.2020*
Answer: If the student intends to return to school in the summer or fall, E&T providers should consider this as a similar scenario to how they would handle a summer or winter break. Students should remain enrolled in their education/training component and must continue to make contact with the provider at least monthly in order to remain in compliance. This contact must be case noted at least once each month. However, they are not required to attend classes, job search, or other participate in any other activity.

Providers may allow support services for these participants, but those support services must be directly related to supporting their return to classes or maintaining any activity they are doing with the E&T provider. Providers are encouraged to maintain contact with the student and use these contacts as an opportunity to discuss long-term school and career planning.

If the student does not intend to return to school, but does wish to continue to receive support through E&T for job search, job readiness, education or training, providers should enroll them in the relevant activity.

6. Question: Can we continue to enroll students already receiving SNAP, in E&T?

Answer: Yes, for students who are enrolled in a qualifying education program and participating in online learning you can continue to enroll them in E&T following your normal process. You may also enroll students who are receiving SNAP without E&T participation on the same basis as you would enroll any other SNAP recipient. For students in qualifying programs who are not able to participate in school due to COVID-19 but who do intend to return to their classes in the summer or fall, they should be enrolled in the educational component that best reflects educational program.

7. Question: A student was receiving SNAP because they were working 20 hours or more each week. They have now lost their job, but are still participating in classes online and were told by eligibility that they must participate in E&T in order to be eligible. What should the E&T provider do?

Answer: This student can be enrolled in E&T to receive support while they complete their schooling. However the E&T provider must verify that their program of study meets the E&T requirements and provide verification of intent to enroll to the eligibility worker. If the student fails to follow their employment plan and is exited from E&T, the provider must inform the eligibility worker.

8. Question: We are seeing a few applications from adult students (still attending on-line), and wondering if there will be any changes/allowances made for eligible student criteria for SNAP due to COVID? In some instances, they were working 20 hours per week prior to COVID19 affecting their jobs, but have either had hours reduced or jobs have ended completely. If they
don't meet one of the other eligible student criteria, are these students going to still be considered ineligible students when they're not able to work due to COVID19 closures? Our county also does not have SNAP E&T, so we have not been able to use the option of sending them there to have their schooling approved.

**Answer:** At this time there are no planned changes to student eligibility for SNAP. Students who lose their jobs as a result of COVID-19 will become ineligible students if they do not meet any other criteria in CM 11.18 (Students). DHS is aware that this is a significant issue for these students and has passed this concern on to federal policy staff. Counties and tribes that do not operate or pass through funds for SNAP E&T (formerly FSET) may have providers in their area who are contracted with DHS or DEED to provide services. The [SNAP E&T website](#) includes a map listing providers by county and counties still encountering issues accessing E&T are encouraged to reach out to Anastasia Polda, SNAP E&T Supervisor at Anastasia.polda@state.mn.us.

9. **Question:** Are higher education students still subject to student requirements for SNAP at this time? Are there any waivers to allow students to be eligible for benefits who would otherwise maybe not be eligible?

   **Answer:** Students in higher education are still subject to the same requirements. We are continuing to work to identify other avenues to address students in need of food access.

10. **Question:** If students were working 20 hours a week prior in college but are no longer working now due to COVID 19 and apply for Unemployment Insurance, would they now meet an exemption to be an eligible student?

   **Answer:** Students who lose their jobs as a result of COVID-19 will become ineligible students if they do not meet any other criteria in CM 11.18 (Students). DHS is aware that this is a significant issue for these students and has passed this concern on to federal policy staff.

**Unemployment Insurance**

1. **Question:** Are CASH applicants still required to apply for unemployment to be eligible for CASH and does that need to be verified before CASH can be approved?

   **Answer:** Yes, CASH applicants should still apply for Unemployment Insurance (UI) (CM 12.12 – Applying for Other Benefits). Do not delay approval of an application while waiting for a decision from DEED regarding the UI application; do not require proof of UI application prior to approving benefits; if the client appears to be eligible for UI, inform the client that they must

*Information Last updated 6.19.2020*
apply for UI in order to remain eligible for cash. If the client states that they are unable to apply for UI, submit a PQ. Refer to the “Unemployment Insurance” section of the COVID-19 Guide for Eligibility Workers.

2. **Question:** Is the Federal Pandemic Unemployment Compensation of $600 per week counted for cash and SNAP programs?

   **Answer:** This is counted as unearned income.

3. **Question:** How do we verify the Federal Pandemic Unemployment Compensation of $600 per week?

   **Answer:**
   
   CASH: Follow the verification requirements outlined in Bulletin 20-68-12C.
   
   SNAP: Use the worker portal to verify the applicant is receiving Unemployment Compensation along with public knowledge that everyone eligible for and receiving Unemployment Compensation will also receive the Federal Pandemic Unemployment Compensation of $600 per week. CASE/NOTE the conversation with the applicant and the verification used.

4. **Question:** If the Federal Pandemic Unemployment Compensation of $600 per week puts the unit over the income limits, can we close SNAP or Cash?

   **Answer:**
   
   CASH: The case can only close if it meets criteria listed in Bulletin 20-68-12C.
   
   SNAP: No changes have been made to the policies and procedures for imposing negative actions for SNAP cases. If the $600 per week income puts the unit over the gross income limits, close the case the next available month, allowing for 10-day notice.

5. **Question:** How do we code MAXIS with the Federal Pandemic Unemployment Compensation of $600 per week? Is it a separate UNEA panel?

   **Answer:** When entering in Unemployment Compensation in MAXIS, create two STAT/UNEA panels. One STAT/UNEA panel will be for the ongoing regular Unemployment Compensation payments the client receives. The other STAT/UNEA panel will be for the Federal Pandemic Unemployment Compensation payments of $600 per week.

6. **Question:** Client applied for Unemployment Insurance:
   - Account Status=Active
   - UI Report shows that the client they received benefits that they should not have received
   - Overpayment balance=$230.93

*Information Last updated 6.19.2020*
• Payment Status=Not Eligible

Will this client get the Federal Pandemic Unemployment Compensation of $600 per week?

**Answer:** If you are unsure of the results you are finding in the Unemployment worker portal, follow up with your client for more information. DHS confirmed with DEED that if someone is not eligible for Unemployment Compensation, they will not receive the Federal Pandemic Unemployment Compensation of $600 per week.

7. **Question:** If a family is approved for MFIP and is prospective for March and April, the household then reports a household member started receiving Unemployment Insurance on 4/10, how is that budgeted? They are not receiving a HRF. Are they monthly reporters and still in retro budgeting, so the increase could change their June grant or are they prospective and we’d change the budget with 10 day notice for May? How would the same question apply to SNAP?

**Answer:**

CASH: Although monthly reporting requirements have been waived per Bulletin 20-68-12 during this public health emergency, the budgeting cycles remains the same. Refer to CM 22.06 (How and When to use Retrospective Budgeting) and CM 22.03.01 (Prospective Budgeting Program Provisions). Follow the instructions in the "Unemployment Insurance" section of the COVID-19 Guide for Eligibility Workers. In this situation April benefits were prospectively budgeted. For May this case will likely flip to retrospective budgeting, in this case use March income and for June use April income. Set a TIKL to budget the Unemployment Income in June. CASE/NODE. SNAP: SNAP only uses prospective budgeting. If the client started receiving Unemployment Insurance, update the budget for May with this income and reduce or terminate benefits, allowing for 10-day notice.

8. **Question:** Does a client need to re-apply to get the Federal Pandemic Unemployment Compensation of $600 per week if their Unemployment Insurance has already been exhausted?

**Answer:**

CASH: Clients do need to pursue an extension of their Unemployment Insurance. Clients should log into their online account at uimn.org to find out if they are eligible for an extension. SNAP: Refer clients to their online account at uimn.org to see if they are eligible for an extension.

9. **Question:** If someone is receiving Unemployment Insurance can we take that as verifying the end of employment?


*Information Last updated 6.19.2020*
**Answer:** No. Just because someone is receiving Unemployment Insurance does not mean that they are no longer working at that job. It may mean that they had a reduction in hours or are receiving it for another job that has ended. Verification that employment has ended is still needed. For Cash programs, this can be accepted through verbal attestation from the client. For SNAP, verbal attestation cannot be accepted from the client. However, the client can provide a verbal signature of release to contact the employer to obtain this verification.

10. **Question:** For applications for Cash and SNAP that are pending, when do we start counting the Federal Pandemic Unemployment Compensation of $600 per week? Is it the date of the application or the date of the SIR announcement on 04/15/2020?

**Answer:** Start budgeting the income the date someone starts receiving Unemployment Compensation. Everyone receiving Unemployment Compensation will also receive the Federal Pandemic Unemployment Compensation of $600 per week. The $600 per week started for the benefit week of 03/29/2020.

## Verifications and Client Signatures

1. **Question:** What are the protocols for signatures and verifications given our state of emergency? The options we are considering are mailing forms for signatures, mailing and having participants send a photo of signatures, or can staff indicate on forms that it was discussed via phone?

**Answer:**
CASH: You can accept verbal signatures and verifications from clients. CASE/NOTE the verification used. SAVE is the required third-party verification system for immigration status. Please see the Immigration Status Verification section of the COVID-19 Guide for detailed instructions.

SNAP: You can accept verbal signatures but verbal verifications cannot be accepted at this time. CASE/NOTE the date, time and client’s phone number when you accept a verbal signature. Please continue to utilize mail, email and any other method of electronic communication your county agency or tribal nation has available to obtain client signatures.

2. **Question:** For people that do not have access to technology, can we extend the verification time frames?

**Answer:**
CASH: You can accept verbal verifications from a client. CASE/NOTE the verification used. SAVE is the required third-party verification system for immigration status. Please see the

*Information Last updated 6.19.2020*
3. **Question:** If a client reports their job ended or their hours are reduced, do we still need to obtain verification from the employer or can we accept a client's statement? This can be challenging because the employer may not be available.

**Answer:**
- **CASH:** You can accept verbal verification that employment has ended.
- **CASE/NOTE** the verification used.
- **SNAP:** Please continue to utilize all methods available at your county agency or Tribal Nation to obtain verifications that employment has ended. Use a combination of public information, documents, and applications for unemployment insurance, and other available information to verify the situation. When a client cooperates but you still cannot find an adequate source of proof, work with the client to find the best available information. Get a signed statement from the client attesting to the correctness of the information. Do not deny benefits because you cannot get proof if the client has made all reasonable efforts. Review Combined Manual 10.03 (Verification - Cooperation and Consent) for more information.

4. **Question:** How are counties and tribes communicating electronically with clients to get signatures? Via email? Is that secure?

**Answer:** It is up to counties and tribes on how they are communicating electronically with clients. Whether this is via Skype, teleconference, or e-mail. Each county and tribe is responsible for securing their email if they are using this to communicate with clients.

5. **Question:** Clients on MSA get a special diet provision and it decreases their SNAP benefits because they are getting extra cash. Clients have to recertify special diets at recertification. Can that be waived at this time?

**Answer:** This requirement cannot be waived. However, you can accept an applicant's verbal statement of the special diet for MSA if no other verification is available. At recertification, you can continue to use existing MSA special diet verification if the client is not able to provide an updated verification.

6. **Question:** We received notice from the local SSA office that they will no longer be responding to 3rd party requests for information (including our requests) due to short staffing. Does this mean if there are inconsistencies or missing information from SOLQ-I we should default to information provided by the client?

**Answer:**
- **CASH:** You can accept a client's verbal statement as verification. **CASE/NOTE** the verification

*Information Last updated 6.19.2020*
used. SNAP: Please continue to utilize all methods available at your county agency or tribal nation to obtain verifications. Use a combination of public information, documents, and other available information to verify the situation. When a client cooperates but you still cannot find an adequate source of proof, work with the client to find the best available information. Get a signed statement from the client attesting to the correctness of the information. Do not deny benefits because you cannot get proof if the client has made all reasonable efforts. Review Combined Manual 10.03 (Verification - Cooperation and Consent) for more information.

7. **Question:** If I cannot obtain verification electronically and I am unable to call a third party on the phone with the client, can I take verbal self-attestation as verification?

**Answer:**
CASH: You can accept a client's verbal statement as verification. CASE/NOTE the verification used. SAVE is the required third-party verification system for immigration status. Please see the Immigration Status Verification section of the COVID-19 Guide for detailed instructions.
SNAP: SNAP cannot accept verbal statements from client as verifications. Use a combination of public information, documents, and other available information to verify the situation. When a client cooperates but you still cannot find an adequate source of proof, work with the client to find the best available information. Get a signed statement from the client attesting to the correctness of the information. Do not deny benefits because you cannot get proof if the client has made all reasonable efforts. Review the Combined Manual 10.03 (Verification - Cooperation and Consent) for more information.

8. **Question:** The Work Number response takes five days. Should we wait to use this or take the client’s verbal statement as verification prior to getting a response?

**Answer:**
CASH: You should not wait for the Work Number response to approve benefits. You can accept a client's verbal statement as verification. CASE/NOTE the verification used.
SNAP: SNAP cannot accept verbal statements from client as verifications. Please use the Work Number when possible or other public information to verify employment information. When a client cooperates but you still cannot find an adequate source of proof, work with the client to find the best available information. Get a signed statement from the client attesting to the correctness of the information. Do not deny benefits because you cannot get proof if the client has made all reasonable efforts. Review Combined Manual 10.03 (Verification - Cooperation and Consent) for more information.

**Note:** DHS can help your agency set up an account to receive expedited responses from The Work Number. Supervisors, please contact DHS.SNAP-ME.QA@state.mn.us for assistance with this process.

*Information Last updated 6.19.2020*
9. **Question:** This is a general question regarding verification for MFIP and other cash programs due to the verification waiver as referenced in Bulletin 20-68-12. Under Page 2A Applying for Assistance and Interviews of the bulletin regarding phone interviews, it states that we can waive phone interviews to allow application. The reason that this will allow same day approvals. Under Page 2B Verifications of the same bulletin it talks about using various means of getting verifications and using verbal attestation if other means of verification or not available. This seems confusing. How are we to handle verifications for applications? Are we to request verifications using the normal 10-day requirement or should we approval applications with verbal attestation so clients can get same-day approvals?

**Answer:** Phone interviews are not being waived. Face-to-face interviews are being waived at this time. Verify as much as you can electronically or through phone calls with third parties, such as employers. Allow signed personal statements as permitted under Combined Manual 10.03 (Verification – Cooperation and Consent) from applicants or participants. When you cannot get third party verifications electronically or through phone calls, use self-attestation for any required verification. This can be written or verbal attestation and should be documented in case notes. SAVE is the required third-party verification system for immigration status. Please see the Immigration Status Verification section of the COVID-19 Guide for detailed instructions.

10. **Question:** Do we still require IAAs for GA and Housing Support at this time?

**Answer:** Yes, IAAs are still required. DHS accepts electronic signatures or verbal consent to the IAA. When verbal consent is given, the worker should case note that. The Social Security Administration has confirmed that they will accept electronic signatures on the IAA, effective immediately.

11. **Question:** We have a case that is pending for 30 day residency for MFIP/DWP. Some verifications have come in but not all. Do we waive the requirement for getting in their verifications that were requested and approve on the 30th day?

**Answer:** Verify as much as you can electronically or through phone calls with third parties, such as employers or landlords. When you cannot obtain verifications due to conditions resulting from the current public health emergency, use self-attestation for ANY required verification. Case note. If you are not able to attain the verifications (including verbal attestations), deny the case.

12. **Question:** Do I need to run a SAVE inquiry to verify immigration status?

*Information Last updated 6.19.2020*
Answer: Yes, SAVE is the third-party verification that must be completed for all noncitizens, and individuals with naturalized or derived citizenship. Please see the Immigration Status Verification section of the COVID-19 Guide for detailed instructions.

13. Question: Are there any changes to the SNAP policies about using the Work Number to verify income?

Answer: County agencies and tribal nations are to use The Work Number (TWN) to verify client income when the client is unable to obtain income verification needed or the information provided is inconsistent. An authorization to release is not required to use the Work Number. It is the client’s responsibility to provide verification of income. They have multiple options available by which to verify this (not just the Employer Verification form) and they need to be allowed the opportunity to decide which option to choose. This involves sending the client a verification request form and allowing 10 days for the client to provide the requested verification.

It is the agency’s responsibility to assist if the client requests assistance. At this point, when the client has indicated they need assistance in obtaining verification, the agency can use the Work Number. If the client contacts you to request assistance before the end of the 10 day period mentioned above, you do not have to wait the full 10 days before sending the Work Number request. You can also let the client know (during an intake for example) that you have access to the Work Number system and can obtain verification on their behalf, but again, this is just one of their options. If receiving a verbal request by a client to use the Work Number, be sure to document in CASE/NOTES.

14. Question: For GA, the client would still need to meet a basis of eligibility. Are we still requiring paper verification for this? For example, someone who states permanent or temporary illness, do we still need a MOF or Dr’s statement? Or can we take verbal attestation?

Answer: Clients still need to meet a basis of eligibility to be eligible for GA. For new applications, you can accept verbal attestation as verification at this time. For recertifications continue to use the existing verifications on file, even if expired. TIKL to follow up and obtain verification at the client's next recertification.

15. Question: The Q&A states that IAAs are still required for GA and Housing Support. It also states that SSA is accepting electronic signatures. What if client is not able to electronically sign and can only give verbal consent? Will SSA accept these IAAs? Should we track these to obtain at a later date if not able to get electronic signatures?

*Information Last updated 6.19.2020*
**Answer:** If clients are not able to sign the IAA, they can verbally consent to the IAA and the county should include this information in CASE/NOTE AND track these to obtain a written or electronic signature at a later date. Counties can sign the IAA electronically.

16. **Question:** We have employees working for Grand Casino Hinckley, which is one of the bigger employers in our county. Now the casino has closed so clients are reporting they are temporarily not working. They have not “stopped working” or “terminated employment” during this time but are currently not working. Would we need to verify the income has ended for SNAP for each employee at Grand Casino or do we just use their attestation? Should we just update the STAT/JOBs panel with $0 and hours prospectively since clients have not terminated employment but are temporarily not working?

**Answer:** Verification that the client is currently not working is needed to update the budget. A verbal signature of release can be accepted to contact the employer for verification if this is available. If a verbal signature of release is accepted, CASE/NOTE the date, time and client's phone number of when the verbal signature of release was obtained. If the entire Casino is closed and nobody is working there to confirm that the client is temporarily not working, utilize this public information for verification that the client is not currently working. When updating the budget, budget $0 prospectively on STAT/JOBs since the client has not stopped working at the job completely but is temporarily not working. CASE/NOTE the verification received, the conversation with the client about temporarily not working and why no income was budgeted ongoing. Follow the instructions in the COVID-19 Guide for when to implement the change, based on when the client reported the change and when it was verified.

17. **Question:** Do we still need a Professional Statement of Need for Housing Support clients that currently require one under policy?

**Answer:** Yes, for new applications (to meet basis of eligibility), you can accept verbal attestation of disability at this time. For recertifications, continue to use the existing statement of need on file, even if expired. TIKL to follow up and obtain verification at the client's next recertification. In order to be eligible for supplemental services, a county designee can approve the Professional Statement of Need if another type of qualified professional is unavailable.

18. **Question:** Can we use self-attestation for relationship verification?

**Answer:** Yes, see Bulletin 20-68-12C items B and C.

**Training**

*Information Last updated 6.19.2020*
1. **Question**: Are there any updates to training or new employees?

   **Answer**: Please see the [announcement](#) on 03/17/2020 for further information about training. If you have any questions please contact Tracy Scott at [Tracy.K.Scott@state.mn.us](mailto:Tracy.K.Scott@state.mn.us).

*Information Last updated 6.19.2020*
Attachment E
Targeted Case Management changes for face-to-face contact requirements

TOPIC
Policy modification to Targeted Case Management services to allow telephone and video-conferencing in place of face-to-face contact during the COVID-19 pandemic.

PURPOSE
Instructions for claiming Medical Assistance reimbursement for telephone and video-conferencing in place of face-to-face contacts for child welfare targeted case management (CW-TCM), children’s mental health targeted case management (CMH-TCM), adult mental health targeted case management (AMH-TCM), vulnerable adult targeted case management (VA-TCM), and adult with developmental disability targeted case management (DD-TCM).

CONTACT
For child welfare targeted case management policy or fiscal questions:
- Dhs.csp.cwtcm@state.mn.us, or Luke Simonett, 651-431-4528, Luke.Simonett@state.mn.us

For adult developmental disability targeted case management policy or fiscal questions:
- Disability Services Response Center dhs.dsd.responsecenter@state.mn.us,

For mental health targeted case management policy or fiscal questions:
- Diane M. Marshall, Children’s Mental Health Consultant, 651-431-2328, diane.marshall@state.mn.us or
- Darrin P. Helt, Adult Mental Health Consultant, 651-431-2325, Darrin.helt@state.mn.us
- For vulnerable adult targeted case management policy and fiscal questions:
  - Melissa Vongsy, Aging and Adult Services, 651-472-7780, Melissa.vongsy@state.mn.us
- For Medical Assistance coverage policy, claims, or MN-ITS documentation questions:
  - Provider Call Center, 651-431-2700 or 800-336-5411, TTY: 711 or 800-627-3529
- For SSIS documentation questions:
  - SSIS Help Desk at 651-431-4801 or dhs.ssishelp@state.mn.us

*Information Last updated 6.19.2020*
• **Background**

- In response to the COVID-19 pandemic, the Minnesota Department of Human Services (department) is reviewing opportunities to modify policy and practice to align with measures to slow the spread of COVID-19 through social distancing and quarantine.
- The department made changes for county and tribal agencies and their contracted vendors to continue necessary targeted case management (TCM) services for children and families, and adults without children to align with measures to slow the spread of COVID-19 through social distancing.
- Various state laws establish the frequency of face to face contact required in order for a provider to receive Medical Assistance reimbursement for different types of targeted case management. The table below lists the statutory authority and the required frequency for face to face contact required for each type of targeted case management.

<table>
<thead>
<tr>
<th>Targeted Case Management Type</th>
<th>Statute</th>
<th>Required frequency of face-to-face contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Child welfare targeted case management (CW-TCM)</td>
<td><a href="#">Minnesota Statutes section 256B.094, subd. 6</a></td>
<td>Once per month. <strong>Exception</strong> - if the child is placed more than 60 miles beyond the county or reservation boundaries, there must face-to-face contact once every two months and telephone contact at least once per month. Or, for IHS/638 Tribal provider, once per encounter.</td>
</tr>
<tr>
<td>Children’s mental health targeted case management (CMH-TCM)</td>
<td>[Minnesota Statutes section 256B.0625, subd. 20(c)]</td>
<td>Once per month. For IHS/638 Tribal provider, once per encounter.</td>
</tr>
<tr>
<td>Adult mental health targeted case management (AMH-TCM)</td>
<td>[Minnesota Statutes section 256B.0625, subd. 20(c)]</td>
<td>Once every two months. For IHS/638 Tribal provider, once per encounter.</td>
</tr>
<tr>
<td>Vulnerable Adult / Developmental Disabilities targeted case management</td>
<td><a href="#">Minnesota Statutes section 256B.0924, subd. 6</a></td>
<td>Once every two months</td>
</tr>
</tbody>
</table>
Modified policy

On March 20, 2020, Governor Tim Walz signed Emergency Executive Order 20-12 permitting the department’s commissioner to temporarily waive or modify state statute. In response to the state statutory waiver, the commissioner has approved a waiver to modify TCM claiming.

Effective March 20, 2020, Medical Assistance claiming and reimbursement is allowed for telephone and video-conferencing (e.g. FaceTime, Skype, etc.) contacts for all MA eligible individuals receiving TCM services. The following criteria apply:

- Allowable tele-conferencing contacts for Medical Assistance reimbursement are live audio exchanges by audio (telephone-only), or video, and web-based devices (e.g. FaceTime, Skype, etc.).
- Unallowable methods of contact remain emails, texts, faxes and voicemail.

A. Agencies that claim TCM in SSIS (primarily county agencies)

Continue to document contacts and claim TCM as is currently done in a recipient’s time record. However, when making a TCM claim for a telephone or video-conferencing contact in lieu of face-to-face contact, the following procedures apply. In the:

- "Sub-service" field, select “87-COVID 19, Related”
- "Activity" field, select “Client contact” or “collateral contact” (as appropriate)
- "Method" field, select “Face-to-face”
- "Location" field, select the location where the case manager was when contact was made (e.g. field, office)
- "Note" section, document that contact was made via telephone or video-conference (whichever method was used) in lieu of face-to-face due to COVID-19. For auditing purposes, the expectation is that each case file will include this information when video-conferencing or telephone contact was made in lieu of face-to-face.
• **Agencies that claim TCM in MN-ITS (primarily tribes and Minnesota health care provider vendors)**

Continue to enter claims as normal in MN-ITS Direct Data Entry (DDE). However, when making a TCM claim for a telephone or video-conferencing contact in lieu of face-to-face contact, use the Face-to-face Procedure Code and modifier.

**IV. Documentation**

**Provider responsibility**

For auditing purposes, document in the agency’s case noting system which method of delivery: telephone or videoconferencing was used in lieu of face to face contact for purposes of COVID-19. DHS has the authority to conduct a post-payment review of client files.

**DHS responsibility**

DHS will maintain records that indicate that during the peacetime emergency all TCM services delivered via telephone or teleconferencing was assumed to be in compliance of the waiver granted under EO 20-12(2)(g).

**Resources**

For information and resources, see:

- [Centers for Disease Control and Prevention](#) webpage
- [Minnesota Department of Human Services](#) webpage (sign up for email notifications)
- [Minnesota Department of Health](#)
- BeReadyMN
- [Administration for Children and Families, Children’s Bureau](#)
- [Monthly Caseworker Visits Modified to Permit Video-conferencing](#), department bulletin 20-68-11

**Americans with Disabilities Act (ADA) Advisory**

This information is available in accessible formats for people with disabilities by calling 651-431-4670 (voice) by using your preferred relay service. For other information on disability rights and protections, contact the agency’s ADA coordinator.

*Information Last updated 6.19.2020*
ATTACHMENT F

DEPARTMENT OF LABOR AND INDUSTRY

HTTP://WWW.DLI.MN.GOV/UPDATES

UPDATES RELATED TO COVID-19

- No walk-in customers or visitors at offices: The Minnesota Department of Labor and Industry is **no longer allowing walk-in customers and visitors at our office locations until further notice** in response to Governor Tim Walz's Stay At Home Executive Order 20-20. For assistance, contact our staff members via phone or email from 8 a.m. to 4:30 p.m. weekdays.
- **Frequently asked questions for employers and employees** related to COVID-19 (March 27, 2020)
- View **worker protections** related to COVID-19 (March 26, 2020).
- COVID-19 related resources, information from Minnesota OSHA Compliance.
- Critical sectors: **Critical sector worker info** | Email: CriticalSectors@state.mn.us
- Guidance for Minnesotans about Coronavirus Disease 2019 from the Minnesota Department of Health.

---

**Labor Standards**

- **Frequently asked questions for employers and employees** related to COVID-19 (March 27, 2020)

**Construction trades information, exams and licenses**

- **DLI license exams**: All exams are suspended indefinitely. **Learn more**.
- **Continuing education**: Deadlines have been extended 90 days for licenses that expire in March, April and May 2020.
  - License renewals must still be submitted prior to the current expiration date. Late fees will apply to renewals submitted after the expiration date. **Renew a license here**.
- **Construction inspection requirements for municipalities and help for contractors**.
- The **2020 Spring Seminar about Proposed Amendments to the 2018 International Residential Code** is canceled.

*Information Last updated 6.19.2020*
- Board and council meeting cancellations.

**Apprenticeship**

- Southeast Minnesota Apprenticeship Summit, Rochester, is postponed.
- For apprenticeship program sponsors: Guidelines for suspending or postponing training operations.

**Minnesota OSHA**

- The March 31 Construction Seminar, Cranes in construction, has been rescheduled to May 19.

**Workers' compensation**

- **Administrative conferences, mediations:** As of Monday, March 23, 2020, the Department of Labor and Industry will conduct administrative conferences and mediations remotely by telephone or video conference. Parties also have the option of rescheduling events to a later date. Contact us at dli.workcomp@state.mn.us or 651-284-5032, or contact your assigned mediator, for more information.
- **Work Comp Campus:** The Workers' Compensation Modernization Program (WCMP) will continue to work on implementing Work Comp Campus as scheduled. We remain available to address questions you have at dli.wcmp@state.mn.us.
- **Copy file review:** DLI's Copy File Review team will be contacting citizens who have appointments scheduled to look at their workers' compensation files, so they can reschedule their appointment 30 days or more in the future. If it is imperative they see their file at their scheduled appointment time, DLI will limit the individual's access to a singular room and the Copy File Review team will ensure social-distancing practices are followed.
- **Rehabilitation consultations:** Until further notice, the Department of Labor and Industry (DLI) will not take any enforcement action under Minnesota Rules 5220.0130 against any qualified rehabilitation consultant (QRC) who conducts a rehabilitation consultation with an injured worker by telephone or video, rather than in person. DLI encourages QRCs to limit in-person meetings and implement social-distancing measures when providing a rehabilitation consultation and other rehabilitation services to injured workers. Placement vendors and their staff members, who meet with injured workers, are also encouraged to conduct meetings by phone or video.

*Information Last updated 6.19.2020*
Rehabilitation Review Panel: The April 2 Rehabilitation Review Panel meeting will be via Webex. Email Patricia Rutz at patricia.rutz@state.mn.us for information about how to join the meeting.

Worker protections related to COVID-19

The Minnesota Department of Labor and Industry is a trusted resource to help serve Minnesota tribal members and its leadership.

Minnesota employees are protected by a number of state and federal laws. These protections and employers’ legal obligations are discussed in more detail below.

Use of sick leave

If your employer allows you to take time off for your own illness, your employer must also allow you to take time off to care for an ill minor child, adult child, spouse, sibling, parent, mother-in-law, father-in-law, grandchild, grandparent or stepparent. Your employer must allow you to use your sick time in the same manner as the employer would allow you to use the leave for yourself. Under current law, this provision may not apply to all employees and all employers.

Contact the Minnesota Department of Labor and Industry (DLI) at 651-284-5075, 800-342-5354 or dli.laborstandards@state.mn.us with questions.

Workers’ compensation

If you contract a disease that arises out of and in the course of your employment, you may be entitled to workers’ compensation benefits, including payment for wage loss and medical benefits. However, you must show you contracted the disease due to your employment.

If an emergency responder contracts an infectious or communicable disease, they are exposed to in the course of employment outside of a hospital, the disease is presumed to be an occupational disease due to the nature of their employment.

If you are not ill, but must stay home from work because you were exposed to the virus, you are not entitled to workers’ compensation benefits under current law.

Every case is fact specific. Call the Department of Labor and Industry at 800-342-5354 (press 3) if you have a question about whether you are entitled to workers’ compensation benefits.

*Information Last updated 6.19.2020
**Final wages**

If your employment ends and your former employer has not paid you your final wages, there are several steps you can take to ensure you are paid all the wages you are due. To learn what steps you can take to receive your final wages, visit DLI's [making a demand for final wages webpage](https://www.dli.mn.gov/business/workplace-safety-and-health/mnosha-compliance-novel-coronavirus-covid-19).

**Changes to working conditions**

**Overtime mandates**
- If employers schedule and require employees to work overtime hours, then they must pay any overtime that is earned under either state or federal law. State law provides one exception to required overtime for nurses. Other employees may be covered by collective bargaining agreements that contain provisions allowing employees to opt out of overtime hours.

**Work location changes**
- Employers are required to track, record and pay for all hours of work performed by employees and may, in certain circumstances, be required to reimburse employees for work-related expenses. These expenses may not be required to be reimbursed until the end of employment.

**Hours worked; hours paid**

**Salaried exempt workers**
- Under limited situations when a business decides to cut business hours, the employer can reduce the salary of an exempt worker. If a salaried exempt worker misses a full day of work, the employer may deduct a proportional amount of their salary. This deduction can be only be made if the employee does not complete any work activities during that day.

**Volunteering**
- Unpaid volunteer work may be performed for nonprofit organizations or government agencies. For-profit employers are required to pay the minimum wage and overtime, among other labor standards’ requirements, for those completing work activities.

**Workplace safety and health**


*Reporting health and safety concerns at work

*Information Last updated 6.19.2020*
Your employer may not retaliate against you for reporting health and safety concerns at work. If you believe your employer retaliated against you, you may file a complaint with Minnesota OSHA Compliance within 30 days of the adverse employment action.

Refusal to work

You have the right to refuse to work under conditions that you, in good faith, reasonably believe present an imminent danger of death or serious physical harm to you. Serious physical harm may include a work illness that results in permanent disability, temporary total disability or medical treatment.

A reasonable belief of imminent danger of death or serious physical harm includes a reasonable belief of the employee that the employee has been assigned to work in an unsafe or unhealthful manner with an infectious agent. Coronavirus is considered to be an infectious agent.

Your employer may not fire you or otherwise discriminate against you for your good faith refusal to perform assigned tasks if you have asked your employer to correct the hazardous conditions but they remain uncorrected. If you have refused in good faith to perform assigned tasks, and your employer does not reassign you to other work, you may contact Minnesota OSHA (MNOSHA) Compliance to request assistance. MNOSHA Compliance will contact your employer to try to resolve your concern. If Minnesota OSHA Compliance determines you would have been placed in imminent danger of death or serious physical harm by performing the work, then you are entitled to receive pay for the work you would have performed.

Contact Minnesota OSHA Compliance at osha.compliance@state.mn.us, 651-284-5050 or 877-470-6742 with questions.

This information can be provided to you in alternative languages or formats (audio, Braille or large print).

March 26, 2020
COVID-19 and Minnesota Housing
We created this webpage to provide a centralized location for all Minnesota Housing updates and information related to COVID-19. Please see below for updates from various parts of our agency. We will continue adding to this webpage on a regular basis so check back often. Thank you to everyone who has been reaching out with questions and working diligently to continue serving the people of Minnesota.

Executive Order 20-14 Suspending Evictions and Writs of Recovery
Governor Walz announced Executive Order 20-14 Suspending Evictions and Writs of Recovery During the COVID-19 Peacetime Emergency on March 23, 2020. The suspension will go into effect at 5:00 p.m. on March 24, 2020.

- Summary of Executive Order 20-14
- Frequently Asked Questions about Executive Order 20-14

Questions can be directed to mnhousing.portfolio@state.mn.us.

Multifamily Updates
- COVID-19: Multifamily Updates (March 18, 2020)
- COVID-19 Information and Resources for Supportive Housing Providers

Multifamily Grant Programs Updates
- Family Homeless Prevention and Assistance Program (FHPAP) Updates (March 20, 2020)
- Housing Trust Fund and Bridges Rental Assistance Updates (March 19, 2020)

Lenders and Homeownership Partners Updates
- COVID-19: Single Family Updates (March 20, 2020)

Topics and Issues for Providers Serving People Experiencing Homelessness During COVID-19

Please visit Heading Home Alliance for information and resources for homeless service providers.

*Information Last updated 6.19.2020
Attachment H

Minnesota Department of Public Safety
Covid-19

Alcohol and Gambling Enforcement (AGE)

Licensing staff remains available and will continue to process new liquor licenses and renewals.

All on-site inspections that are currently scheduled will take place. As more information becomes available about COVID-19, the inspection schedule could change.

Bureau of Criminal Apprehension (BCA)

The BCA is closed to the public, but will provide limited fingerprinting for critical infrastructure positions and in person background check services **BY APPOINTMENT** beginning on Monday, June 8th, and effective until further notice. The BCA has made this temporary change to help ensure social distancing for members of the public and BCA staff. The BCA will continue to process background checks that are mailed. To request an appointment for fingerprinting services, please call 651-793-2410. To make an appointment for a background check, please call 651-793-2400, select option 7.

Individuals coming in for fingerprinting or background check appointments, please wear a face covering in the building. Access to the building is limited to individuals with an appointment. Please do not bring others with you to your appointment.

DPS Communications

Relevant Covid-19 Blog Posts

[Here’s what DPS and HSEM are doing about COVID-19](#)

[How the COVID-19 pandemic can affect domestic abuse victims](#)

[What’s different about 911 calls during the COVID-19 emergency?](#)

Driver and Vehicle Services (DVS)

Are DPS-DVS exam stations open for services?

DPS-DVS reopened 14 exam stations to serve customers statewide on May 19.

The Brainerd exam station was scheduled to reopen May 19, but will be delayed due to a fire in Brainerd City Hall.

*Information Last updated 6.19.2020*
These locations are open: St. Paul, Arden Hills, Anoka, Eagan, Plymouth, Rochester, Mankato, Marshall, Willmar, Detroit Lakes, St. Cloud, Duluth, Grand Rapids, and Bemidji.

The Fairmont exam station opened on May 26 for road tests only.

- **From May 19-22, these exam stations will be open 8 a.m. – 4:30 p.m. to serve customers.**
  - Available services: knowledge tests, permit applications, motorcycle and commercial driver’s license (CDL) road tests.
- **Exam stations closed May 25 for Memorial Day.**
- **Beginning May 26, these exam stations will begin offering class D road tests in addition to other services 8 a.m. – 4:30 p.m. Monday-Friday.**
  - Available services: knowledge tests, class D road tests, motorcycle and CDL road tests, and permit and driver’s license applications that require a test. Note: The St. Paul Exam Station does not offer road tests. Fairmont only offers road tests.
  - All road tests are by appointment only. Priority will be given to those who had their appointments canceled during the stay at home order. New class D road test appointments are not available to the public at this time.
  - DPS-DVS exam stations will add an extra hour to the beginning and end of each business day to administer road retests. These will be done by appointment only from 7-8 a.m. and 4:30-5:30 p.m. Monday-Friday.

The remaining exam stations will remain closed in order to be more efficient and expand the number of tests offered on a daily basis. The exam stations that aren’t reopening only offered road tests several times per week, requiring examiners to travel to exam stations within the region in order to conduct tests. Focusing on the 16 regional exam stations allows examiners to remain at one exam station and use the time they would have spent traveling conducting more tests.

Independently owned and operated deputy registrar and driver’s license agent offices reopened to offer their normal driver and vehicle services at their counters on May 18 if they chose to. Visit the DVS locations page to find a list of open offices and services.

**What is DPS-DVS doing to protect the health and safety of customers and staff during the COVID-19 pandemic?**

DPS-DVS is following the Centers for Disease Control and Prevention (CDC) and Minnesota Department of Health (MDH) guidelines to implement social distancing and sanitizing strategies to stop the spread of COVID-19. These include:

- Wellness screenings for staff and customers:
  - DVS staff will be asked health-screening questions before starting their workday. DVS staff will ask customers the same series of health-screening questions before they enter the exam station including:
  - *Have you been in close and prolonged physical contact (within less than 6 feet for at least 10 minutes) with an individual who has tested positive for or been diagnosed with COVID-19, or exposed to their cough or sneeze, within the last 14 calendar days?*

*Information Last updated 6.19.2020*
days; or have you tested positive for or been diagnosed with COVID-19 within the last 14 calendar days?

- Have you had a fever or felt feverish in the past 72 hours?
- Have you taken any fever-reducing medication to reduce a fever in the past 72 hours?
- Have you had cough, shortness of breath, or any other symptoms of COVID-19 (muscle aches, headache, sore throat, diarrhea, or loss of taste or smell) within the last 72 hours?
  - DVS staff will conduct a temperature check.
  - If the DVS staff or a customer has a fever of 100.4 or higher, answers “yes” to any of the health screening questions, or refuses to answer the questions they will not be allowed to enter the exam stations.

- Social distancing:
  - Exam stations will have social distancing signs and floor decals to help customers and staff maintain the recommended six feet social distance.
  - Plexiglass is installed at counters to provide a barrier between customers and exam staff.
  - Lines may be longer and extend outside at exam stations due to the required six feet between customers. Customers should dress for the elements and plan accordingly.

- Personal Protective Equipment:
  - DVS staff will wear a face mask inside exam stations. Customers must wear face masks inside exam stations. Face masks are required for class D road tests.
  - DVS staff will wear gloves.
  - DVS will provide hand sanitizer to use while inside exam stations and will have sanitizing wipes to disinfect the counter area in between customers.

- Virtual Lobby: The DVS exam stations in Arden Hills, St. Paul, Mankato, Anoka, Eagan, Plymouth, Rochester, Detroit Lakes and St. Cloud are offering a virtual lobby. You can check in virtually when you arrive and receive a text message when it’s your turn at the counter. This is a pilot program that DPS-DVS is working to expand to other open exam stations as well.
  - Deputy registrar and driver’s license agent offices are independently owned and operated, so they may not have this feature.

- Only the applicant is allowed inside the exam station unless they are younger than 18, in which case a parent or guardian must accompany them. This will help customers and staff maintain social distance.

Independently owned and operated deputy registrar and driver’s license agent offices will be implementing their own social distancing and sanitizing strategies based on CDC and MDH guidelines.

**My driver's license is expiring, is there an extension to renew?**

Minnesotans who need to renew or apply for a driver's license or ID card should pre-apply online at drive.mn.gov and visit their local deputy registrar or driver's license agent office to complete their application in person as of May 18. DPS-DVS exam stations will not be accepting license applications unless they are associated with a knowledge or skills test to help examiners focus on testing. A complete list of deputy registrar and driver’s license agent offices is on the **DVS office locations page**.

*Information Last updated 6.19.2020*
Gov. Walz signed a bill into law March 28 that provides an extension for Minnesotans whose driver's licenses or ID cards expire during the peacetime emergency.

The law extends the expiration date for any valid driver's license, instruction permit (including commercial learner's permits), provisional license, operator's permit, limited license, and farm work license that would expire during the peacetime emergency. The expiration dates for these licenses will be extended for two months after the month the peacetime emergency ends. This extension covers new Minnesota residents whose out-of-state licenses expire during the peacetime emergency.

If you have already pre-applied at drive.mn.gov, your application will stay in the DPS-DVS system.

**My driver's license or ID card expires after the COVID-19 peacetime emergency ends; do I have an extension to renew?**

Yes. New legislation signed on May 27 extends the expiration date for driver's licenses, ID cards and permits that expire the month after the month the peacetime emergency ends.

Minnesota law automatically extends the expiration of any driver's license, ID card or permit that would have expired between March 12 and July 31 to Aug. 31.

This includes any valid driver's license, instruction permit (including commercial learner's permits), provisional license, operator's permit, limited license, and farm work license that would expire during the peacetime emergency and the month after the peacetime emergency ends. The peacetime emergency is extended to June 12.

**Will I be required to take a photo and vision screening when renewing my standard driver's license or ID card?**

No. Gov. Walz signed a bill into law May 27 that waives the photo and vision screening requirement for Minnesotans renewing or replacing their standard driver's license or identification card. This only applies when there is no change to the applicant’s name, address, signature or card number.

This applies to standard applications submitted now through June 30, 2021. Minnesotans will need to take a new photo and have their vision screened at the time of their next renewal.

This change allows Minnesotans to renew or replace their standard driver's license or ID card online at drive.mn.gov provided there is no name, address, signature or license number change. Starting June 3, Minnesotans can do this by selecting Apply for a Driver's License or State ID and following the prompts. You will need to provide required information and pay a fee. Your application will be processed and arrive in the mail.

Minnesotans do not need to rush to renew their driver's license or ID card at this time. Minnesota law automatically extends the expiration of any driver's license, ID card or permit that would have expired between March 12 and July 31 to Aug. 31.
DVS exam stations, deputy registrars and driver's license agent offices have been carefully sanitizing and cleaning vision screening equipment between uses.

More information can be found here at the DVS FAQ.

**Homeland Security and Emergency Management (HSEM)**

Refer to the State Emergency Operations Center for ongoing updates.

Daily Covid-19 news and information can be found here.

**Office of Justice Programs (OJP)**

The Crime Victims Reparations Board will continue to operate online. Application materials can be found here. Applications (and questions) can be emailed to: dps.justiceprograms@state.mn.us

The Crime Victim Justice Unit can be reached via email: cvju.ojp@state.mn.us

The Crime Victims Grant and Justice and Community Grants Units will continue to operate during this time so please contact your grant manager with any questions you may have.

[How the COVID-19 Pandemic Can Affect Domestic Abuse Victims.](#)

**Office of Pipeline Safety (OPS)**

Non-critical inspections are being done remotely.

Inspectors are responding to accidents and incidents in the field as needed.

Minnesotans should still call 811 at least two business days before they dig. Utility companies are still coming out to mark utilities.

**State Fire Marshal**

A majority fires happen where we are most comfortable — at home.

As you spend more time at home over the coming weeks to help reduce the spread of COVID-19, we ask that you keep some simple fire prevention and safety measures in mind:

- Stay in the kitchen and pay attention when you’re cooking.
- Sick of playing card games? Need a break? Test your smoke alarms.
- Washing clothes? Check your lint trap. A lint buildup can easily start a fire.
- Looking for something to do with the kids? Practice your family escape plan.
- Do you like to use candles to decorate? Make sure they’re flameless.
- Plan on using your grill? Clean it first and make sure it’s three feet from the side of your house.

*Information Last updated 6.19.2020*
Available Services
Fire inspections
- Schools
- Hotels, childcare centers and foster homes
- Health care
- Fire protection
- Alternative care sites will be inspected to ensure they meet minimum fire code requirements

State Patrol

COVID-19 Dispatcher Response:

- Dispatchers are directing callers with COVID-19 questions to medical professionals or transferring callers to local dispatchers to seek direction from a medical resource. This is how State Patrol dispatchers would typically handle medical calls.
- To help keep first responders safe, dispatchers are asking illness-specific questions to help determine response resources.

Department of Public Safety
Financial Assistance/Grants

Homeland Security and Emergency Management – Please note that grants work on different timetables. Please contact the staff below for more details.

Emergency Management Performance Grant (EMPG)

The purpose of the EMPG program is to provide Federal funds to states to assist state, and local governments to sustain and enhance all-hazards emergency management capabilities. States have the opportunity to use EMPG funds to further strengthen their ability to support emergency management activities while simultaneously addressing issues of national concern as identified in the National Priorities of the National Preparedness Guidelines. EMPG has a 50 percent federal and 50 percent state cost-share cash or in-kind match requirement.

For more information please contact – Kyle Temme - kyle.temme@state.mn.us

Hazardous Materials Emergency Preparedness (HMEP) Grant Program

HMEP grants are used to develop, improve, and implement emergency plans; train public sector hazardous materials (hazmat) emergency response employees to respond to accidents and incidents involving hazardous materials in transportation; determine flow patterns of hazardous materials within a state and between states; and determine the need within a state for regional hazardous materials emergency response teams.

For more information please contact – Kyle Temme - kyle.temme@state.mn.us

*Information Last updated 6.19.2020
Non-Profit Security Grant (NSGP)

NSGP provides support for target hardening and other physical security enhancements to nonprofit organizations that are at high risk of terrorist attack and located within one of the specific Urban Area Security Initiative (UASI)-designated eligible urban areas. Eligible nonprofit organizations are those organizations described under section 501(c)(3) of the Internal Revenue Code of 1986 which have been determined by the Secretary of Homeland Security to be at high risk of terrorist attack and must be located within one of the UASI designated urban areas.

For more information please contact – Michelle Schlosser - michelle.schlosser@state.mn.us

State Homeland Security Grant Program (SHSP)

The SHSP is a competitive grant program available to jurisdictions and agencies throughout Minnesota. Funds support terrorism preparedness activities at the state and local level and, in particular, projects that build and sustain the capabilities essential to achieving the National Preparedness Goal of a secure and resilient nation.

For more information, please contact: Kyle Temme - kyle.temme@state.mn.us

Office of Justice Programs - Please note that grants work on different timetables. Please contact the staff below for more details

Crime Victim Reparations Board

See above for more information on current operations during Covid-19 of the Crime Victims Reparations Boards.

If you or someone you know has been the victim of a violent crime in Minnesota the compensation program may be able to help. The Crime Victims Reparations Board provides financial help to victims and their families for losses incurred as a result of the crime.

For more information, please contact: dps.justiceprograms@state.mn.us

Crime Victim Services

Depending on the type of program services an agency is funded to provide, services may include crisis intervention, advocacy, group support, legal advocacy, transportation, shelter, accompaniment to appointments or court, assistance in seeking financial assistance or civil protection orders, and information and referral to other resources.

For more information, please contact: Chris Anderson – chris.anderson@state.mn.us

Violence against Women Act (VAWA) S.T.O.P Grant Special Project for Tribal Governments

*Information Last updated 6.19.2020
Grants for Tribal governments to improve the criminal justice response to violent crimes against women in their community, including the crimes of sexual assault, domestic violence, dating violence and stalking. These funds are for collaborative time-limited special projects.

For more information, please contact your grant manager.

**Youth Intervention Program Grants**

Youth Intervention Programs (YIP) is a state funded program authorized under Minnesota Statutes 299A.73. The intent of the program is to provide an ongoing stable funding source to community-based early intervention programs for youth and their families. Grantees serve youth who are experiencing personal, familial, school, legal or chemical problems.

For more information, please contact: Tricia Hummel – tricia.hummel@state.mn.us

**Community and Crime Prevention**

This state funded program authorized under Minnesota Statutes 299A.296 was created to enhance the community’s sense of personal security and assists communities in crime control and prevention efforts. Priority for funding shall be given to: Projects serving geographical areas that have the highest crime rate or areas that have the highest concentration of economically disadvantaged youth. Projects that demonstrate substantial involvement in planning, implementation, and evaluation by the members of the community served.

For more information, please contact: Tricia Hummel – tricia.hummel@state.mn.us

**Byrne Justice Assistance Grant**

The U.S. Department of Justice provides JAG fund to prevent and control crime and improve the functioning of the criminal and juvenile justice systems. The Minnesota JAG Recidivism Reduction grants seek to improve public safety by strengthening collaborative efforts between criminal justice and social services to better serve youth and adults as they return to communities from correctional placements. The intent of this funding is to enhance access to services, supports and resources needed for offenders to succeed in the community.

For more information, please contact: Tricia Hummel – tricia.hummel@state.mn.us

**Title II Juvenile Justice and Delinquency Prevention**

Title II funds are authorized under the federal Juvenile Justice and Delinquency Prevention Act and allocated to each state. They are awarded and monitored by a state advisory group, the Juvenile Justice Advisory Committee (JJAC). The target population is youth under the age of 18 (and their families), who have had contact with the juvenile justice system or who are at risk of having contact with the juvenile justice system. The goal is to prevent or divert youth involvement in the juvenile justice system and to eliminate or minimize disproportionate minority contact.

For more information, please contact: Callie Hargett - callie.hargett@state.mn.us

**Office of Traffic Safety** - Please note that grants work on different timetables. Please contact the staff below for more details

*Information Last updated 6.19.2020*
TZD Enforcement Grant Program

The Toward Zero Deaths (TZD) Enforcement grant program provides federal funds to law enforcement agencies to conduct highly-visible, well publicized traffic safety enforcement campaigns. The grant funding will be used for overtime enforcement to address all traffic safety issues with an emphasis on impaired driving, occupant protection, speed and distracted driving.

For more information, please contact: Shannon Grabow - vshannon.grabow@state.mn.us

TZD Safe Roads Grant Program

The TZD Safe Roads Grant program integrates the concepts of the Toward Zero Deaths (TZD) statewide initiative by bringing together community stakeholders from education, engineering, emergency medical services and enforcement. TZD Safe Roads grants focus on connecting crash data and statewide efforts with local collaborations and activities. It also makes use of research and evaluation studies that point to the activities and best practices for the greatest impact in reducing traffic deaths and serious injuries.

For more information, please contact: Kristen Oster - kristen.oster@state.mn.us

Integrated Judicial and Administrative Ignition Interlock Program

Proposals were received from judicial districts and probation services within a county to pilot a judicial ignition interlock program that coordinates with the current administrative ignition interlock program. The program requires counties or judicial districts to expand the use of ignition interlock and use it as a tool for reducing impaired driving and increasing legal driving.

For more information, please contact: Jane Landwehr - jane.landwehr@state.mn.us

DWI Court Programs

This project supports judicial leadership in the development of DWI Courts for repeat DWI offenders. The Minnesota Supreme Court and Office of Juvenile Justice Programs have dedicated state and federal grant funding for the implementation of Drug Courts which were used as a model for the DWI Courts. The project will augment state, local and other federal funding to support judicially led court programs that follow the DWI Court model to supervise high risk DWI offenders.

For more information, please contact: Duane Siedschlag - ican.m.ryan@state.mn.us

*Information Last updated 6.19.2020
Attachment I

COVID-19 DISASTER RELIEF GRANT OVERVIEW

Benefit Provided

The purpose of the COVID-19 Disaster Relief Grant is to mitigate the negative effects and economic impact COVID-19 has had on Veterans and their families by providing a one-time financial relief grant in the amount of $1,000.

Eligibility Period

Applications for the COVID-19 Disaster Relief Grant must demonstrate a financial loss on or after the date of the Governor’s Emergency Executive Order, March 13, 2020. A closing date for the disaster relief grant has yet to be determined and will depend on the length of the peacetime emergency declared by the Governor of the State of Minnesota and the availability of funding. Status updates on the program will be posted on https://MinnesotaVeteran.org/CovidRelief.

Eligible Applicant

1. A veteran as defined by MN Statute 197.447, or the surviving spouse (who has not remarried) of a deceased veteran, and  
2. A Minnesota Resident, and  
3. Have been negatively financial impacted by COVID-19.

Note: Two veterans married to each other are each authorized to apply for and receive the disaster relief grant.

COVID-19 Eligibility Criteria and Supporting Documentation

For the purposes of this section, applicant means a Veteran or surviving spouse. Eligible applicants must be able to demonstrate a financial loss related to one of the situations listed below:

1. The applicant or their legal dependent have/had a confirmed case of COVID-19.

*Information Last updated 6.19.2020
a. Test results showing a positive COVID-19 test or;
b. A letter from a healthcare provider indicating a COVID-19 diagnosis.

2. A healthcare provider has determined the applicant, or their spouse’s, presence in the workplace would jeopardize their own health or the health of others because of likely exposure to COVID-19.
   a. A letter from a healthcare provider instructing the applicant to quarantine

3. A healthcare provider has determined the applicant, or their spouse’s, health was jeopardized because of a diagnosed underlying health condition(s) which would have put them at an increased risk if exposed to COVID-19 in the workplace.
   a. A letter from a healthcare provider stating or recommending that the individual self-quarantine or reduce exposure and
   b. Proof that they did not work for a specific period of time to actually reduce exposure.

4. An applicant is or was under legal isolation or legal quarantine (Minn. Stat. 144.419) related to a diagnosis of COVID-19 or they are/were caring for a dependent under legal isolation or legal quarantine. (this would be rare)

5. The applicant, or their spouse’s, employer directs them not to report to work for COVID-19-related reasons
   a. A letter or communication from your employer

6. The applicant, or their spouse’s, workplace is closed for COVID-19-related health and safety reasons and they are excused from work duties and cannot be reassigned
   a. A letter or communication from their employer that confirms their workplace is closed for COVID-19 related health and safety reasons and the applicant is excused form work duties or the applicant cannot be reassigned.

7. The applicant is financially impacted by a school or care provider closure due to COVID-19
   a. A letter or communication from your child’s school or child care provider and
   b. A birth certificate if the child was born outside of Minnesota. Dependents born in Minnesota can be verified by Minnesota Department of Veterans Affairs staff and
   c. Supporting documentation showing a financial loss

**Demonstrating a Financial Loss**

*Information Last updated 6.19.2020*
If your documentation submitted to support your eligibility criteria does not clearly demonstrate a financial loss you must submit additional documentation to demonstrate a financial loss. For the purposes of this section financial loss means a reduction or severance of a household’s earned or unearned income.

Examples of supporting documentation may include but is not limited to:

1. A letter from an employer stating a reduction in hours, salary, being furloughed, or laid off.
2. Confirmation of receipt of Unemployment Insurance
3. History of pay stubs showing hours worked prior to 3/13/2020 through application date which demonstrate a reduction in hours

**Self-Employed Individuals**

Individuals who are self-employed must prove approval or receipt of Minnesota Unemployment Insurance in order to properly demonstrate a financial loss.

**How to apply**

An eligible applicant may download an MDVA-1A (Application for Disaster Relief) from MDVA’s website at [https://MinnesotaVeteran.org/CovidRelief](https://MinnesotaVeteran.org/CovidRelief)

Complete the application and gather the required supporting documentation.

An eligible applicant can submit their application one of three ways:

1. Self-Submittal: Applications and supporting documentation can be uploaded through our MN GI Bill portal at [https://gibill.mn.gov](https://gibill.mn.gov). You will first need to create an account or login to an existing account. Then you will upload your application to the State Soldiers Assistance Program (SSAP) component.
2. County Veterans Service Officer (CVSO): any applicant may find their CVSO by going to [https://www.macvso.org/find-a-cvso.html](https://www.macvso.org/find-a-cvso.html).
3. If your County Veterans Service Office is unable to assist you during this State of Emergency please contact MDVA’s Field Operations Team, who can assist you with your application, by contacting [FO.MDVA@state.mn.us](mailto:FO.MDVA@state.mn.us)

**Below is a checklist of items that should be included in your upload packet:**

*Information Last updated 6.19.2020*
☐ Completed MDVA-1A (Disaster Relief Application) to include the Substitute W9 Form
☐ Copy of the veteran’s DD-214 or military discharge papers or equivalent.
☐ Proof of MN residency (MN Driver’s License/ID Card, Voter Registration Card, or Utility Bill).
☐ Documentation supporting the selected eligibility criteria (i.e. Letter from doctor, letter from employer, letter from daycare/school, etc.)
☐ Documentation demonstrating a financial loss if not indicated in the supporting documentation of the eligibility criteria (i.e. pay stubs, letter from employer, confirmation of Unemployment Insurance, etc.)
☐ **For Surviving Spouse Applicants:** Copy of the death certificate confirming the veteran’s spouse at the time of death if the Veteran passed away somewhere other than Minnesota.
☐ **For eligibility criteria based upon dependents:**
  Copy of the birth certificate of the affected child showing the parental relationship to the applicant if the child was born outside of Minnesota (staff can independently verify Minnesota born dependents).
  Copy of the marriage certificate if the marriage took place outside of Minnesota and you are applying because of a spouse affected by COVID-19.

**Questions**

If you have any questions regarding the Disaster Relief Grant please contact your County Veterans Service Officer or LinkVet at 1-888-Link-Vet.

*Information Last updated 6.19.2020*
COVID-19 SPECIAL NEEDS GRANT OVERVIEW

Benefit Provided
The purpose of the COVID-19 Special Needs Grant is to provide a one-time financial grant, up to $3,000, to a Veteran or surviving spouse who needs assistance due to a COVID-19 related event.

Eligibility Period
Applications for the COVID-19 Special Needs Grant must demonstrate a financial loss on or after the date of the Governor’s Emergency Executive Order, March 13, 2020. A closing date for the COVID-19 Special Needs Grant has yet to be determined and will depend on the length of the peacetime emergency declared by the Governor of the State of Minnesota and the availability of funding. Status updates on the program will be posted on https://MinnesotaVeteran.org/CovidRelief.

Eligible Applicant
1. A veteran as defined by MN Statute 197.447, or the surviving spouse (who has not remarried) of a deceased veteran, and
2. A Minnesota Resident, and
3. Have been negatively financial impacted by COVID-19.

Note: Two veterans married to each other are only authorized one COVID-19 Special Needs Grant.

Assistance Can Be Requested For
Financial assistance is paid directly to the creditor or vendor providing services. Financial assistance is not reimbursed to the applicant or an applicant’s family member. Assistance may be provided for the items listed below and if the expenditure is an emergent issue and incurred during the timeframe of the governor’s declared emergency (3/13/2020-TBD). Assistance may be requested for more than one item.

<table>
<thead>
<tr>
<th>Rent/Mortgage/Contract for Deed</th>
<th>Security Deposits</th>
<th>Property Taxes</th>
<th>Home Repairs (related to habitability)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Utility Bills</td>
<td>Medical Bills</td>
<td>Furnace/AC Unit</td>
<td>Auto Repairs</td>
</tr>
<tr>
<td>Auto Insurance</td>
<td>Auto Loan Payments</td>
<td>Major Appliances</td>
<td></td>
</tr>
</tbody>
</table>

COVID-19 Eligibility Criteria and Supporting Documentation
For the purposes of this section, “applicant” means a Veteran or surviving spouse.

*Information Last updated 6.19.2020
Applicants must demonstrate that their financial crisis is related to one of the situations listed below:

8. The applicant or their legal dependent have/had a confirmed case of COVID-19.
   a. Test results showing a positive COVID-19 test or;
   b. A letter from a healthcare provider indicating a COVID-19 diagnosis.

9. A healthcare provider has determined the applicant, or their spouse’s, presence in the workplace would jeopardize their own health or the health of others because of likely exposure to COVID-19.
   a. A letter from a healthcare provider instructing the applicant to quarantine

10. A healthcare provider has determined the applicant, or their spouse’s, health was jeopardized because of a diagnosed underlying health condition(s) which would have put them at an increased risk if exposed to COVID-19 in the workplace.
    a. A letter from a healthcare provider stating or recommending that the individual self-quarantine or reduce exposure and
    b. Proof that they did not work for a specific period of time to actually reduce exposure.

11. An applicant is or was under legal isolation or legal quarantine (Minn. Stat. 144.419) related to a diagnosis of COVID-19 or they are/were caring for a dependent under legal isolation or legal quarantine. (this would be rare)

12. The applicant, or their spouse’s, employer directs them not to report to work for COVID-19-related reasons
    a. A letter or communication from your employer

13. The applicant, or their spouse’s, workplace is closed for COVID-19-related health and safety reasons and they are excused from work duties and cannot be reassigned
    a. A letter or communication from their employer that confirms their workplace is closed for COVID-19 related health and safety reasons and the applicant is excused from work duties or the applicant cannot be reassigned.

14. The applicant is financially impacted by a school or care provider closure due to COVID-19
    a. A letter or communication from your child’s school or child care provider and
    b. A birth certificate if the child was born outside of Minnesota. Dependents born in Minnesota can be verified by Minnesota Department of Veterans Affairs staff and
    c. Supporting documentation showing a financial loss

*Information Last updated 6.19.2020
Demonstrating a Financial Need

If your documentation submitted to support your eligibility criteria does not clearly demonstrate a financial need you must submit additional documentation to demonstrate a financial need. Your financial need must stem from a COVID-19 related criteria listed in the above section (for example: your spouse’s employer reduced their hours or furloughed them because of COVID-19 and you have a reduction in your household income resulting in the current financial crisis).

All income and assets are factored when assessing your financial need.

Examples of supporting documentation may include but is not limited to:

4. A letter from an employer stating a reduction in hours, salary, being furloughed, or laid off.
5. Confirmation of receipt of Unemployment Insurance
6. History of pay stubs showing hours worked prior to 3/13/2020 through application date which demonstrate a reduction in hours
7. Hospitalization records and/or medical bills

How to apply
An eligible applicant must apply for the COVID-19 Special Needs Grant through their County Veterans Service Officer (CVSO). You may find your CVSO by going to https://www.macvso.org/find-a-cvso.html.

If your County Veterans Service Office is unable to assist you during this State of Emergency please contact MDVA’s Field Operations Team, who can assist you with your application, by contacting FO.MDVA@state.mn.us

Questions: If you have any questions regarding the COVID-19 Special Needs Grant please contact your County Veterans Service Officer or LinkVet at 1-888-Link-Vet.

*Information Last updated 6.19.2020