



The most valuable benefit is time.

Hennepin County has changed the way we offer service so that residents can connect to or renew benefits wherever, whenever. In most cases, people can connect by phone or internet, and there is no need to visit a county building.

Providing more options, better options

Life is busy. There's no reason to work around county schedules and locations.



Apply online

Economic supports: [MNbenefits.org](https://mnbenefits.org)

This includes food, cash, emergency and child care assistance and housing support.

Health care: [MNsure.org](https://mnsure.org)



Call us for information or support

We have staff who are ready to answer questions or walk through your application process. We're available to take calls Monday-Friday, 8 a.m. to 4:30 p.m., at **612-596-1300**.



Submit documents

- Upload to [MNbenefits.org](https://mnbenefits.org)
- Email hhsews@hennepin.us
- Fax to **612-288-2981**
- Mail to **Hennepin County Human Services Dept.**
at P.O. Box 107 Minneapolis, MN 55440

If people don't have access to these options, there are document drop boxes available at any Human Service Center.



Removing barriers to better service

COVID-19 restrictions confirmed to us that we can provide benefits without requiring residents to shoulder the burdens of transportation, child care and time off to come to us. Since MNbenefits launched in Hennepin County in January 2021:

- **15,000 people** have applied for economic benefits using the MNbenefits web application.
- **12 minutes** is the average application time, compared to more than an hour using the old system.
- Average wait time is less than **3 minutes** for phone service.

Of residents surveyed about their experiences:

- 99% said they were satisfied with economic supports' digital tools
- 82% of residents surveyed said they were satisfied with the service they received by phone

Giving residents the service they want

What residents are saying:

"I am thankful to have a non-contact option and it's not limited to applying certain days and hours. Thank you for a lifeline of hope."

"Honestly, it was the easiest to apply this time than it ever has been in the past."

"I'm 76 and completed the app without difficulty. Very user friendly ... not a ton of text to wade through."

"Gracias por las preferencias en Español!"
Thank you for choices in Spanish.

"Everything was nice and easy and short."

