

CAPI INCENTIVES

Incentives are available to you for meeting certain milestones in your short and/or long term goals towards self-sufficiency.

Please connect with your Case Manager for specific benchmark denominations.

Incentive Categories:

Engagement with Case Manager

Barrier Reduction

Education/Training

Job Search

Employment

The maximum allowed PER SEQUENCE is \$1000



CAPI

guiding self-determination & social equality

CAPI SUPPORT SERVICES

Financial Assistance is
available to you.

Please connect with your Case Manager
for further information on how to
request for assistance.

Examples of assistance:

Basic Need Items
Housing assistance
Car Repairs
Education/Training courses
Gas cards
Technology needs
Work Clothing



Do you have a disability?

If you have a disability, you have the same rights as others.

Please tell us if you have a disability so we can help you access county or Tribal nations human services benefits and services.

What medical conditions may be disabilities?

A disability is a physical, sensory, or mental impairment that materially limits a major life activity.

Types of disabilities may include:

- Diseases like diabetes, epilepsy or cancer
- Learning disorders like dyslexia
- Developmental delays
- Mental health conditions
- Hearing loss or low vision
- Movement restrictions like trouble with walking, reaching or grasping
- History of substance use disorder, although current illegal drug use is not a disability.

If you are asking for or are getting benefits through either a county human services agency or the Minnesota Department of Human Services, that office will let you know if you have a disability based on information from you and your doctor.

What help is available?

If you have a disability, your county or the state human services agency can help you by:

- Calling or meeting with you in another place if you are not able to come into the office
- Using a sign language interpreter

- Giving you letters and forms in other formats like computer files, audio recordings, large print or Braille
- Telling you the meaning of the information we give you
- Helping you fill out forms
- Helping you make a plan so you can work, even with your disability
- Sending you to other services that may provide help
- Helping you to appeal agency decisions if you disagree with them.

You will not have to pay extra for help. If you want help, ask your agency as soon as possible. An agency may not be able to accommodate requests made within 48 hours of need.

How does the law protect people with disabilities?

The Americans with Disabilities Act (ADA) and the ADA Amendments Act are federal laws, and the Minnesota Human Rights Act is a state law. Each gives individuals with disabilities the same legal rights and protections as people without disabilities, including access to public assistance benefits. You will not be denied benefits because you have a disability. Your benefits will not be stopped because of your disability. If your disability makes getting benefits hard for you, your county human services agency will help you access all of the programs that are available to you.

Civil Rights Notice

Discrimination is against the law. The Minnesota Department of Human Services (DHS) does not discriminate on the basis of any of the following:

- race
- color
- national origin
- creed
- religion
- sexual orientation
- public assistance status
- marital status
- age
- disability
- sex
- political beliefs

Civil Rights Complaints

You have the right to file a discrimination complaint if you believe you were treated in a discriminatory way by a human services agency.

Contact **DHS** directly only if you have a discrimination complaint:

Civil Rights Coordinator
Minnesota Department of Human Services
Equal Opportunity and Access Division
P.O. Box 64997
St. Paul, MN 55164-0997
651-431-3040 (voice) or use your preferred relay service

Minnesota Department of Human Rights (MDHR)

In Minnesota, you have the right to file a complaint with the MDHR if you believe you have been discriminated against because of any of the following:

- race
- color
- national origin
- religion
- creed
- sex
- sexual orientation
- marital status
- public assistance status
- disability

Contact the **MDHR** directly to file a complaint:

Minnesota Department of Human Rights
540 Fairview Avenue North, Suite 201
St. Paul, MN 55104
651-539-1100 (voice) 800-657-3704 (toll free)
711 or 1-800-627-3529 (MN Relay)
651-296-9042 (fax)
Info.MDHR@state.mn.us

U.S. Department of Health and Human Services' Office for Civil Rights (OCR)

You have the right to file a complaint with the OCR, a federal agency, if you believe you have been discriminated against because of any of the following:

- race
- color
- national origin
- age
- disability
- sex
- religion

Contact the **OCR** directly to file a complaint:

Office for Civil Rights
U.S. Department of Health and Human Services
Midwest Region
233 N. Michigan Avenue, Suite 240
Chicago, IL 60601
Customer Response Center:
Toll-free: 800-368-1019 TDD Toll-free: 800-537-7697
Email: ocrmail@hhs.gov

U.S. Department of Agriculture

You have the right to file a complaint with the USDA, a federal agency, if you believe you have been discriminated against because of race, color, age, sex, national origin, disability, religious creed or political beliefs in the administration of SNAP.

In accordance with Federal civil rights law and **U.S. Department of Agriculture (USDA)** civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, religious creed, disability, age, political beliefs, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotope, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](#), (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992.

Submit your completed form or letter to USDA by:

1. mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;
2. fax: (202) 690-7442; or
3. email: program.intake@usda.gov.

(Do Not Send Applications Here)

This institution is an equal opportunity provider.

Attention. If you need free help interpreting this document, ask your worker or call the number below for your language.

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ملاحظة: إذا أردت مساعدة مجانية لترجمة هذه الوثيقة، اطلب ذلك من مشرفك أو اتصل على الرقم 1-800-358-0377

သတိ။ ဤစာရွက်စာတမ်းအားအခမဲ့ဘာသာပြန်ပေးခြင်း အကူအညီလိုအပ်ပါက၊ သင့်လူမှုရေးအလုပ်သမား အားမေးမြန်း ခြင်းသို့ မဟုတ် 1-844-217-3563 ကိုခေါ်ဆိုပါ။

កំណត់សំគាល់ ។ បើអ្នកត្រូវការជំនួយក្នុងការបកប្រែឯកសារនេះដោយឥតគិតថ្លៃ សូមសួរអ្នកកាន់សំណុំរឿង របស់អ្នក ឬហៅទូរស័ព្ទមកលេខ 1-888-468-3787 ។

請注意，如果您需要免費協助傳譯這份文件，請告訴您的工作人員或撥打1-844-217-3564。

Attention. Si vous avez besoin d'une aide gratuite pour interpréter le présent document, demandez à votre agent chargé du traitement de cas ou appelez le 1-844-217-3548.

Thov ua twb zoo nyeem. Yog hais tias koj xav tau kev pab txhais lus rau tsab ntaub ntauv no pub dawb, ces nug koj tus neeg lis dej num los sis hu rau 1-888-486-8377.

ဟ်သုဉ်ဟ်သးဘဉ်တက့ၢ်. ဖဲန့ၢ်လိဉ်ဘဉ်တၢ်မၤစၢၤကလိလၢတၢ်ကကျိးထံဝဲဒၣ်လံာ် တီလံာ်မိတခါအံၤန့ၢ်.သံကွၢ်ဘဉ်ပုၤဂ့ၢ်ဝီအပုၤမၤစၢၤတၢ်လၢန့ၢ်မ့တ မ့ၢ်ကိးဘဉ် 1-844-217-3549 တက့ၢ်.

알려드립니다. 이 문서에 대한 이해를 돕기 위해 무료로 제공되는 도움을 받으시려면 담당자에게 문의하시거나 1-844-217-3565으로 연락하십시오.

ໂປຣດຊາບ. ຖ້າທາກ ທ່ານຕ້ອງການການຊ່ວຍເຫຼືອໃນການແປເອກະສານນີ້ພໍດີ, ຈົ່ງຖາມພະນັກງານກຳກັບການຊ່ວຍເຫຼືອຂອງທ່ານ ຫຼື ໂທໂທ 1-888-487-8251.

Hubachiisa. Dokumentiin kun tola akka siif hiikamu gargaarsa hoo feete, hojjettoota kee gaafadhu ykn afaan ati dubbattuuf bilbili 1-888-234-3798.

Внимание: если вам нужна бесплатная помощь в устном переводе данного документа, обратитесь к своему социальному работнику или позвоните по телефону 1-888-562-5877.

Digniin. Haddii aad u baahantahay caawimaad lacag-la'aan ah ee tarjumaadda qoraalkan, hawl wadeenkaaga weydiiso ama wac lambarka 1-888-547-8829.

Atención. Si desea recibir asistencia gratuita para interpretar este documento, comuníquese con su trabajador o llame al 1-888-428-3438.

Chú ý. Nếu quý vị cần được giúp đỡ dịch tài liệu này miễn phí, xin gọi nhân viên xã hội của quý vị hoặc gọi số 1-888-554-8759.

LB1 (8-18)



For accessible formats of this information, ask your county worker. For assistance with additional equal access to human services, contact your county's ADA coordinator. ADA4 (2-18)

agency



DEPARTMENT OF HUMAN SERVICES

Do you need help paying for child care?

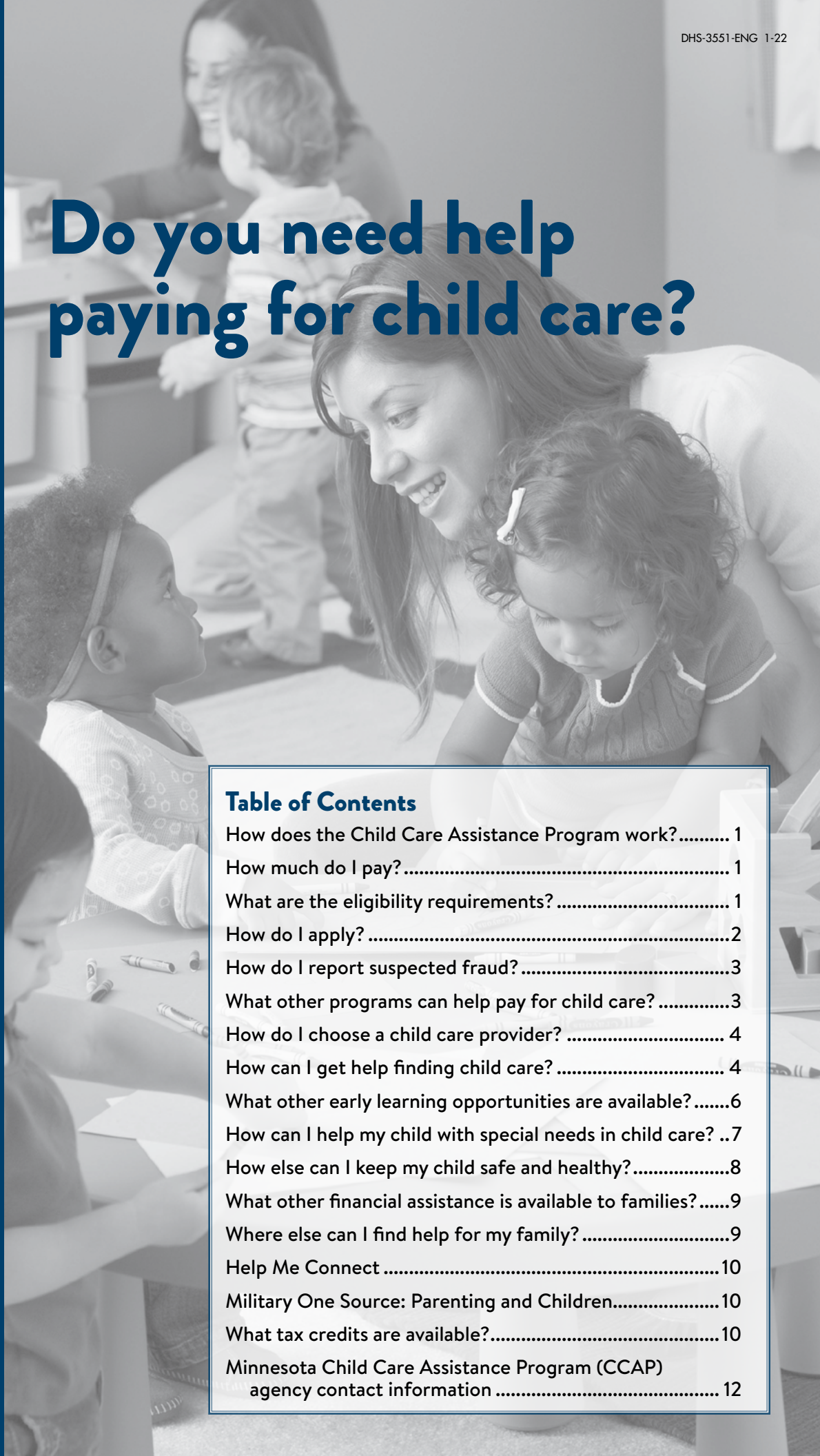


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651-431-3809

Attention. If you need free help interpreting this document, call the above number.

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ملاحظة: إذا أردت مساعدة مجانية لترجمة هذه الوثيقة، اتصل على الرقم أعلاه.

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កំណត់សំគាល់ ។ បើអ្នកត្រូវការជំនួយក្នុងការបកប្រែឯកសារនេះដោយឥតគិតថ្លៃ សូមហៅទូរស័ព្ទតាមលេខខាងលើ ។

請注意，如果您需要免費協助傳譯這份文件，請撥打上面的電話號碼。

Attention. Si vous avez besoin d'une aide gratuite pour interpréter le présent document, veuillez appeler au numéro ci-dessus.

Thov ua twb zoo nyeem. Yog hais tias koj xav tau kev pab txhais lus rau tsab ntaub ntawv no pub dawb, ces hu rau tus najnpawb xov tooj saum toj no.

ဟ်သုတ်ဟ်သးဘတ်တကုတ်. ဝဲန့ၣ်လိတ်ဘတ်တမၤစၢၤကလိလၢတၢ်ကကျိးထံဝဲဒၣ်လံာ် တိလံာ်မိတခါအံၤန့ၣ်,ကိးဘတ်လိတဲခိနီၣ်ဂံၢ်လၢထးအံၤန့ၣ်တကုတ်.

알려드립니다. 이 문서에 대한 이해를 돕기 위해 무료로 제공되는 도움을 받으시려면 위의 전화번호로 연락하십시오.

ໂປຣດຊາບ. ຖ້າທ່ານ ທ່ານຕ້ອງການການຊ່ວຍເຫຼືອໃນການແປເອກະສານນີ້ພຣີ, ຈົ່ງໂທໂປທີ່ໝາຍເລກຂ້າງເທິງນີ້.

Hubachiisa. Dokumentiin kun tola akka siif hiikamu gargaarsa hoo feete, lakkoobsa gubbatti kenname bilbili.

Внимание: если вам нужна бесплатная помощь в устном переводе данного документа, позвоните по указанному выше телефону.

Digniin. Haddii aad u baahantahay caawimaad lacag-la'aan ah ee tarjumaadda qoraalkan, lambarka kore wac.

Atención. Si desea recibir asistencia gratuita para interpretar este documento, llame al número indicado arriba.

Chú ý. Nếu quý vị cần được giúp đỡ dịch tài liệu này miễn phí, xin gọi số bên trên.

LB2 (8-16)



For accessible formats of this information, ask your county worker. For assistance with additional equal access to human services, contact your county's ADA coordinator. ADA4 (2-18)



It is important to know that your child is well cared for while you are at work or school. You also want your kids to be ready for school. Paying for child care can be difficult as you look for a job, go to work or go to school. Minnesota's Child Care Assistance Program can help make quality child care affordable for families with low incomes. The program promotes equal access to the child care market, family self-sufficiency and healthy child development.

How does the Child Care Assistance Program work?

- The Child Care Assistance Program can help pay child care costs for children.
- Child care costs may be paid for the time you are working, looking for work, going to school, or participating in activities in your approved Minnesota Family Investment Program or Diversionary Work Program employment plan.
- There is no time limit on how long you may receive child care assistance, as long as you meet the requirements and your income is within the program limits for your family size.
- Your child care must be provided by a legal provider who is at least 18 years old. For more information about selecting a provider, see "How do I choose a child care provider?" on page 4.

It is important to know the rules of the Child Care Assistance Program and ask questions if you don't understand something. If you are eligible for the Child Care Assistance Program, your worker will send you a copy of the "[Child Care Assistance Program Family Guide](https://edocs.dhs.state.mn.us/lfsrserver/Public/DHS-3944-ENG)" (edocs.dhs.state.mn.us/lfsrserver/Public/DHS-3944-ENG).

Your case can be closed if you don't follow program rules.

How much do I pay?

The Child Care Assistance Program may not cover all your child care costs. The program requires you to pay part of your care costs based on your family's income and the number of people in your family. This is called a copayment. Your child care provider may also charge more than the maximum amount that the Child Care Assistance Program can pay. Your provider may require you to pay the difference.

What are the eligibility requirements?

In general, to be eligible for the Child Care Assistance Program, you must:

- File an application and provide all required verifications
- Participate in authorized activities (work, education, job search or activities in an employment plan)
- Have children needing care who meet requirements:
 - Must be 12 years old or younger, or 13 or 14 years old with special needs and meet citizenship and immigration requirements.
- Cooperate with child support
- Meet the program's income limits.

Families experiencing homelessness have three months after they apply to submit verifications and participate in an authorized activity.

Some eligibility requirements vary based on whether your family currently receives cash assistance benefits or has received these benefits in the last year. Participation in a cash assistance program determines your child care assistance sub-program. The sub-programs are:

- Minnesota Family Investment Program and Diversionary Work Program child care
- Transition Year child care
- Basic Sliding Fee child care.



Minnesota Family Investment Program and Diversionary Work Program child care

Minnesota Family Investment Program and Diversionary Work Program are Minnesota's cash assistance programs that help families with low incomes.

Minnesota Family Investment Program child care assistance may help pay for your child care cost for activities included in an employment plan developed with your job counselor. The program may help pay for child care costs while you go to school, work, search for a job or participate in other employment plan activities. If you do not have an employment plan, Minnesota Family Investment Program child care assistance may help pay for child care while you search for a job or if you work at least 20 hours per week.



Transition Year child care

Transition Year child care assistance helps pay child care costs for one year after your Minnesota Family Investment Program/Diversionary Work Program case closes, if:

- Your Minnesota Family Investment Program or Diversionary Work Program case did not close due to fraud

AND

- You received Minnesota Family Investment Program or Diversionary Work Program benefits for at least one of the last six months

AND

- Your income is within program limits.

Transition Year child care assistance can help with child care costs for employment-related activities.

- **Work:** You are eligible if you work at least 20 hours per week. If you are a full-time student, you may get help with child care costs for employment if you work at least 10 hours per week.
- **School or training:** Your worker will help you develop an education plan that includes school or training to prepare for work.
- **Job search:** You may get help with child care costs for a limited time to look for work.

When Transition Year child care assistance ends, you may get help paying for child care from Basic Sliding Fee child care assistance. If there is a waiting list in your area, your name will be added to it. You may get an extension to your Transition Year child care assistance until your name reaches the top of the waiting list.

Basic Sliding Fee child care

Basic Sliding Fee child care assistance may help you pay child care costs if you have not recently received Minnesota Family Investment Program benefits and your income is within program limits. It can help you with child care costs for employment-related activities.

- **Work:** You are eligible if you work at least 20 hours per week. If you are a full-time student, you may get help with child care costs for employment if you work at least 10 hours per week.
- **School or training:** Your worker will help you develop an education plan that includes school or training to prepare for work.
- **Job search:** You may get help with child care costs for a limited time to look for work.

Some areas have a waiting list for Basic Sliding Fee child care assistance. If there is a waiting list in your area, ask your worker to put your name on it. The agency will contact you when your name reaches the top of the list.

How do I apply?

Contact your local human service office to begin the application process. This may be a county, tribal or subcontracted agency. If you are applying for Basic Sliding Fee child care assistance, ask if your county has a waiting list before completing an application. Otherwise, complete an application to see if you qualify for help with your child care costs. Apply online at [MNbenefits.mn.gov/](https://mnbenefits.mn.gov/), or print and complete the “[Minnesota Child Care Assistance Program application](https://edocs.dhs.state.mn.us/lfservlet/Public/DHS-3550-ENG)” (edocs.dhs.state.mn.us/lfservlet/Public/DHS-3550-ENG), or contact your local child care assistance agency. See pages 12 and 13 for a list of these agencies.



How do I report suspected fraud?

If you believe a person who is not eligible is getting child care assistance, call the Fraud Hotline at 651-431-3968 or 800-627-9977.

What other programs can help pay for child care?

Early Learning Scholarships

Scholarships help families afford high-quality child care and early education programs.

For more information, call 888-291-9811 or visit the Minnesota Department of Education's [Early Learning Scholarships page](http://education.mn.gov/MDE/fam/elsprog/elschol/) (education.mn.gov/MDE/fam/elsprog/elschol/).

Post-Secondary Child Care Grant Program

The Post-Secondary Child Care Grant Program helps students who do not receive Minnesota Family Investment Program benefits with their child care costs so they can attend public colleges and universities, technical and community colleges, private colleges and some vocational schools. For more information on this program, visit the Office of Higher Education website (ohe.state.mn.us/mPg.cfm?pageID=140) or check with your school's financial aid office.

Dependent Care Assistance Programs

Dependent Care Assistance Programs are accounts set up by an employer that allow employees to contribute money through payroll deductions to pay for child care expenses. The deduction lowers your taxable income.

As a result, you and your employer pay less federal and Social Security taxes. This may save you hundreds of dollars annually.

You determine how much of your annual wage should be directed to an account each year. That amount is divided by the number of pay periods per year, set aside before taxes and placed into your account. There is a limit to the amount that can be deducted each year. The money deposited in your account is used to reimburse your child care expenses.

Dependent Care Assistance Program accounts interact with Social Security, state and federal tax deductions. You must determine the best option for your situation and income level. It is important to carefully estimate child care expenses when deciding the annual amount to direct to an account. By law, any money not used for reimbursement and left in a Dependent Care Assistance Program account at the end of the year is forfeited.

Child care programs for military families

There are several child care programs available for military families. Some are specific to a branch of service, others are for all branches.

These programs include:

- Military Child Care in Your Neighborhood
- Operation: Military Child Care
- Give Army Parents a Break.

These programs are administered by Child Care Aware of America. For more information about any of these child care programs:

- Call the Child Care Aware hotline at 800-424-2246, or
- Visit the [Fee Assistance/Respite page](http://childcareaware.org/fee-assistancerespite/) (childcareaware.org/fee-assistancerespite/) on the Child Care Aware website for help applying for a subsidy.





How do I choose a child care provider?

You can choose a child care provider who you trust to meet the needs of your family and provide a safe place for your child to grow and learn.

- Get to know the different types of child care

and early education programs available to you, including centers and preschools, family child care, Head Start, school-age care, and friends and neighbors.

- Consider any special needs your child may have when selecting a child care provider. Your child care provider may receive a higher rate if they provide additional services to your child with special needs.
- Choose up to one primary and one secondary provider per child in your family. The Child Care Assistance Program will limit the amount of care paid to a secondary provider. You can choose a different primary and secondary provider for each child.

Parent Toolkit: A Guide to Finding the Right Place for Your Child

“Finding Child Care: A Guide for Families” (parentaware.org/wp-content/uploads/2020/08/PA-Child-Care-Guide-English-LINKS_V-6.pdf) offers steps for choosing care, questions to ask programs and things to look for as you visit child care programs. It also has additional information about child care and links to useful resources.

How can I get help finding child care?

Information and help with choosing child care is available on ParentAware.org or by calling 888-291-9811. Available information includes:

- Help finding a child care provider
- Options for parenting education
- Information about scholarships, fee subsidies and tax credit eligibility (parentaware.org/learn/paying-for-care-and-education/).

Why should I choose a high-quality provider?

Child care providers who meet certain quality standards are considered high quality. These providers have demonstrated a commitment to professional development and providing care that is safe and supports children’s development and school readiness.

The Child Care Assistance Program pays high-quality providers higher maximum rates, and, in some cases, children authorized at high-quality providers can be authorized for more child care hours. This could lower the payments you make to the provider. Talk to your child care provider and worker to find out if your child care provider is eligible for a higher rate or a weekly authorization.

How do I know if a provider is high quality?

Asking the right questions will help you choose the best child care for your family. Parent Aware provides suggested questions to ask when you are looking for child care, and shows the Star Ratings for providers. You can call Parent Aware at 888-291-9811 or search for child care providers online at ParentAware.org.

Some things to look for include:

- Participation in Parent Aware, Minnesota’s Quality Rating and Improvement System
- Experience caring for young children and getting them ready for school
- Programs that meet accreditation standards
- Ability to respond to your child’s individualized needs, including any special needs
- Clean, safe buildings and play areas
- Child development training and education
- Emergency plan and process for contacting you
- Few numbers of children per adult
- Programs that carry liability insurance
- Licensed programs in compliance with state licensing standards.



Parent Aware Ratings

Families use Parent Aware Star Ratings to find programs using research-based best practices that prepare children for school and life.

When a program participates in the Parent Aware Star Rating process, they are letting their stars shine. They volunteer for extra training and professional development to go above and beyond basic health and safety licensing requirements.

Participating programs can earn a One-, Two-, Three-, or Four-Star Rating. Parent Aware Ratings are based on demonstrated use of research-based practices that prepare children for school and life. Each Rating level builds on the previous one, helping families easily identify which practices the program is using.

Visit ParentAware.org, or call 888-291-9811 for more information on child care and Parent Aware Star Ratings.

How do I know if my provider is safe?

You can look up information about a program's licensing compliance by selecting the **View Record** option in the licensing box of the provider's ParentAware.org record, or by visiting the **Licensing Information Lookup website** (licensinglookup.dhs.state.mn.us/). This website tells you if the program is licensed or certified and provides information about recent monitoring visits for health and safety standards. You may also ask if complaints have been made about a provider (see "What if I have a problem with my child care provider?" on page 6). Parents are encouraged to check the history of providers before selecting one.

Can I see my child during the day?

Child care providers must let you see your children at any time. The Child Care Assistance Program will not pay providers who do not allow you total access to your children.

What are licensed and unlicensed child care providers?

Child care providers are required to be licensed unless they fall under an allowable exemption. The purpose of licensing is to help protect the health and safety of your children. Licensing rules are minimum

standards, such as the number of adults who must be present to work with groups of children, caregiver training requirements and background studies. Licensed programs must display their license at all times and licensed programs receive annual monitoring visits.

There are several kinds of licensed child care providers:

- Family child care programs, which are often provided in a provider's home
- Child care centers
- Nursery school and preschool programs, which do not provide full-time care

A licensed program does not guarantee quality. Carefully check all programs, licensed or not, to make sure you are comfortable with the quality of care.

Some child care providers are exempt from licensure by state law. Unlicensed child care providers who register with the Child Care Assistance Program agency and meet certain requirements may be authorized for payment. Unlicensed providers must pass background studies and take training such as first aid and CPR.



There are several kinds of unlicensed child care providers.

- Family, friends or neighbors who care for children in their home: Care can be provided for related children and one family of unrelated children. When these providers are registered with the Child Care Assistance Program, they are called legal nonlicensed providers.
- In-home providers, who care for your children in your home for Child Care Assistance Program payments: Note that care in a child's home must be approved by the Minnesota Department of Human Services before payments can be made.
- Centers that are exempt from licensing: This includes preschool and school-age care programs operated by schools, short-term programs like summer camp, and others. These providers must go through a certification process to receive payments from the Child Care Assistance Program.

What if I have a problem with my child care provider?

If you believe that a provider is caring for children in a way that is not healthy or safe, you may file a complaint. You may also ask if complaints have been made by anyone else about a provider. Parents are encouraged to thoroughly check the provider's history before selecting one. Complaints are handled by different agencies depending on the type of care.

- Licensed or certified license-exempt centers: Contact the Minnesota Department of Human Services at 651-431-6500.
- Licensed family care: Contact your county or tribal licenser or local child care licensing office.
- Registered legal nonlicensed providers: Contact your local Child Care Assistance Program agency.

What other early learning opportunities are available?

Early Childhood Screening

Early Childhood Screening, provided by your local school district, is a quick and simple check of how your 3, 4 or 5 year old is growing, learning and developing. Screenings are free and can help detect possible health or learning problems so that children can get the help they need before starting kindergarten. An Early Childhood Screening, or a similar health and developmental screening, is required for your child to enter kindergarten in Minnesota public schools. For more information about Early Childhood Screenings or to schedule an appointment, contact your local school district or call the Minnesota Department of Education at 651-582-8412 or search the department's online directory (public.education.mn.gov/ELSSearch/search.do).

Voluntary Prekindergarten and School Readiness Plus

Voluntary prekindergarten and School Readiness Plus are publicly-funded school programs established for eligible 4-year-old children to prepare them for success as they enter kindergarten the following year. The funding allows districts and charter schools with recognized early learning programs, or a combination thereof, to incorporate a voluntary prekindergarten or School Readiness Plus program into their E-12 system. A list of districts and charter schools with programs is available on the Minnesota Department of Education website at (education.mn.gov/MDE/fam/elsprog/vpk/) or email mde.vpk@state.mn.us for more information.

School Readiness

School Readiness is a public school program for children ages 3 to kindergarten age. This program provides early childhood education to help prepare children for kindergarten entry. Contact your local school district for more information about prekindergarten programs in your community or call the Minnesota Department of Education at 651-582-8412 or visit education.state.mn.us/MDE/dse/early/read/.

Early Childhood Family Education

Early Childhood Family Education is a program for Minnesota parents, expectant parents and relatives with children from birth to kindergarten age. Your local school district provides parenting programming and services to support children's learning and development through this program, taught by licensed early childhood and parent educators. Contact your local school district for more information about Early Childhood Family Education, or search the Minnesota Department of Education's online directory (public.education.mn.gov/ELSSearch/search.do).

Early Head Start (prenatal to age 3) and Head Start (3 to 5-year-olds)

Early Head Start and Head Start and their child care partners serve young children from families with low income. Programs may be based in centers, schools, or family child care homes. These programs have comprehensive services that support health and development of children from prenatal to age 5. In addition, programs provide early childhood classes and social services. Program services are responsive to each child and family ethnic, cultural, and linguistic heritage. Early Head Start and Head Start encourages the role of parents as their child's first and most important teachers. Programs build relationships with families that support positive parent-child relationships, family well-being, and connections to peers and community. Visit eclkc.ohs.acf.hhs.gov/ for more information.

Early Childhood Special Education

Early Childhood Special Education services are provided at no cost to eligible infants, toddlers and preschool children who have delays in development or an identified disability. Eligibility is determined through an evaluation process conducted by a



child's local school district. Services are provided to address identified child needs and parental concerns.

Visit the [Help Me Grow website \(helpmegrowmn.org/HMG/GetHelpChild/AfterReferral/index.html\)](http://helpmegrowmn.org/HMG/GetHelpChild/AfterReferral/index.html) to learn more about Early Childhood Special Education services for infants and toddlers and for preschool children with developmental concerns.

Help Me Grow

Help Me Grow is a referral portal that connects infants, toddlers, and preschoolers with developmental concerns to their local school district's early intervention or preschool special education program. The school district's response may include a screening or evaluation to determine eligibility for support services at no cost, regardless of income level or family immigration status. If you have questions about your child's development, or if you think your child might need extra help to learn, visit helpmegrowmn.org/HMG/index.html or call 866-693-4769.

How can I help my child with special needs in child care?

Special needs rates

Children with special needs may be eligible for higher reimbursement rates from the Child Care Assistance Program if providers make accommodations to meet their needs in care. Talk to your worker and child care provider about requesting a special needs rate.

Center for Inclusive Child Care (CICC)

The Center for Inclusive Child Care is a resource network supporting quality inclusive care for young children and their caregivers. They provide coaching to early educators to successfully include children with developmental concerns, diagnosed special needs, and challenging behaviors and prevent expulsion. They also work to implement health and safety best practices and improve the quality of care for infants and toddlers.

Contact the Center for Inclusive Child Care by calling 651-641-8339 or visit their website at inclusivechildcare.org/.

How else can I keep my child safe and healthy?

Health care programs

Minnesota's health care programs include:

- Medical Assistance
- MinnesotaCare
- Minnesota Family Planning Program
- Home and community-based waiver programs
- Medicare Savings Programs

These programs may help pay for all or part of your health care costs if you:

- Don't have insurance
- Can't get affordable health insurance through a job
- Have a disability or chronic condition and need help paying for care and services to stay in your home
- Need help paying for care in a nursing home, hospital or other medical facility
- Have other insurance or Medicare but need help paying the premiums, deductibles and copays, or need services not covered.

Apply online at mnsure.org, Minnesota's health insurance marketplace.

Get help applying

- Call 855-366-7873.
- Contact a navigator in your area. Go to mnsure.org or call 855-366-7873 for a list of navigators.

Apply at your local county office or the MinnesotaCare office in St. Paul.

Child and Teen Checkups (C&TC)

Child and Teen Checkups is Minnesota's Early and Periodic Screening, Diagnosis and Treatment Program (health.state.mn.us/people/childrenyouth/ctc/families.html). It covers children from birth through age 20 who are enrolled in Medical Assistance or MinnesotaCare. A visit often meets the health checkup requirements for school, Head Start, the WIC Program, child care, camps, and sports participation physicals. For more information, contact your county human services, public health, or tribal health agency (mn.gov/dhs/counties-and-tribes/).

Need help finding a doctor or dentist, making an appointment, finding transportation or finding an interpreter?

- Call your county human services, public health or tribal health agency and ask for a Child and Teen Checkup staff member.
- Call your health plan member services phone number on the back of your member card if you receive health care through a health plan.

Call 800-657-3672 toll-free or 651-297-3862 in the Twin Cities for transportation under MinnesotaCare.

Family Home Visiting

The Family Home Visiting program fosters healthy beginnings, working to improve outcomes including school readiness, preventing child abuse and neglect, and supporting parents in their role as a child's first teacher. Families receive information on infant care, child growth and development, parenting approaches, disease prevention and support services available in their community.

Contact your local public health agency for more information about home visiting in your community. Find a local health department or community health board at health.state.mn.us.

Immunizations

By law, licensed child care providers and programs that care for children in school require that your child's shots are current, unless you meet an exemption. All child care providers must keep immunization records for each child in their care. A child care provider can refuse to admit your child if they have not received verification of the required shots for diphtheria, polio, measles, mumps, hepatitis and other diseases that can cause serious illness or, in some cases, death.

For information on how and where to get free or low-cost shots, call the Minnesota Immunization Hotline at 800-657-3970.

Learn the Signs and act early

Parents and child care providers are encouraged to use the tools and resources developed by the Centers for Disease Control and Prevention as part of its "Learn the Signs – Act Early" campaign. These resources aim to improve early identification of children with autism and other developmental disabilities so that children and families can get the services and support they need. Visit the Centers for Disease Control's website at cdc.gov to learn more.

What other financial assistance is available to families?

Cash assistance

Minnesota has two cash assistance programs that support families as they move toward economic stability through work.

When families first apply for cash assistance, they usually start with the Diversionary Work Program (commonly known as “DWP”). This four-month program helps parents, who are able to do so, quickly find work. Parents get help paying rent, utilities or other housing costs. They may receive an allowance for personal needs.

The Minnesota Family Investment Program (commonly known as “MFIP”) helps families with children meet their basic needs as they move toward financial stability through work. Most families have a lifetime limit of 60 months on the program.

Families participating in the Diversionary Work Program and the Minnesota Family Investment Program also get help with food, child care and health care as long as they continue to meet program requirements.

Families on these programs are not subject to a waiting list for child care assistance.

For more information about the Minnesota Family Investment Program, contact your county or tribal human services agency, or visit the Minnesota Department of Human Services MFIP webpage (mn.gov/dhs/people-we-serve/children-and-families/economic-assistance/income/programs-and-services/mfip.jsp)

You can apply for both programs in two ways:

- Online at MNbenefits.mn.gov
- On paper by using the “Combined Application Form” (edocs.dhs.state.mn.us/lfserver/Public/DHS-5223-ENG)

Energy Assistance Program

The Low Income Energy Assistance Program helps families pay home heating costs and furnace repairs. Grants are available for renters or homeowners.

Call 800-657-3710 to have your local provider send an application, or visit the Minnesota Department of Commerce website at mn.gov/commerce.

Women, Infants, and Children Program

The Special Supplemental Program for Women, Infants, and Children (WIC) is a nutrition and breastfeeding program to help pregnant women, new mothers, infants and young children eat well, learn about nutrition, and stay healthy. Benefits include nutrition information, healthy food purchases using a WIC Card, and other health or community program referrals. Visit health.state.mn.us/people/wic/index.html to find a WIC clinic near you or call 800-942-4030.

Supplemental Nutrition Assistance Program

The Supplemental Nutrition Assistance Program (commonly known as “SNAP”) helps Minnesotans with low incomes get the food they need for nutritious and well-balanced meals. Approved participants receive a debit card to buy food at many stores and farmers markets as well as plants and seeds to grow their own food.

For more information, contact your county or tribal human services agency, or visit the Minnesota Department of Human Services SNAP website at mn.gov/dhs/people-we-serve/children-and-families/economic-assistance/food-nutrition/.

To apply online, visit MNbenefits.mn.gov/.

Child and Adult Care Food Program

The Child and Adult Care Food Program pays for meals and snacks served to children in child care or early learning programs. It helps child care programs serve well-balanced, nutritious meals to build good eating habits. Ask your child care program if they participate.

Where else can I find help for my family? MinnesotaHelp.info®

MinnesotaHelp.info® connects people with services in their communities. The directory has information on health care, child care, job training, education, recreation, retirement, and disability support. It also includes information on nonprofit, public health, and human service programs, and some for-profit programs, such as housing. For more information, you can chat with a specialist at minnesotahelp.info/ or call 800-333-2433.

2-1-1

211 Minnesota, operated by United Way, is a community service that provides information and referrals to community resources. You will receive confidential, anonymous information about health, education, legal services, counseling, food shelves, diapers, formula and more.

- Call 2-1-1, or
- Toll Free: 800-543-7709, or
- Local: 651-291-0211, or
- Text your zip code to 898-211 (standard message and data rates may apply)

Help Me Connect

Minnesota Help Me Connect helps pregnant and parenting families with young children birth to 8 years of age connect to services in their local communities that support healthy child development and family well-being. Families and care providers can search for a variety of available programs and services closest to the family's home address such as health and well-being services, early learning and child care programs, COVID-19 resources, disability resources and services, basic needs, and Tribal Nation programs and services.

Visit <https://helpmeconnect.web.health.state.mn.us/HelpMeConnect/>

Military One Source: Parenting and Children

Wouldn't it be great if children came with instructions? As a military parent, you have the next best thing to parenting instructions – a wealth of parenting resources, benefits and programs. Military OneSource is by your side through the journey of parenthood – through the early years and tricky teen years. Whether it's finding quality child care, learning about adoption, helping your kids excel in school or connecting to resources, Military OneSource is here for you.

Visit militaryonesource.mil/family-relationships/parenting-and-children/

What tax credits are available?

State and federal income tax credits

Who is eligible for income tax credits?

Families that file Minnesota and federal tax returns are eligible for income tax credits. Even families that don't pay any taxes may qualify, but they must file tax returns.

What credits are available on my income taxes?

Several state and federal programs reduce the amount of taxes that families with young children pay:

- Federal Earned Income Tax Credit (IRS)
- Federal Child and Dependent Care Tax Credit (IRS)
- Federal Child Tax Credit (IRS)
- Minnesota Dependent Care Tax Credit (Minnesota Department of Revenue)
- Minnesota Working Family Credit (Minnesota Department of Revenue)

How do I get income tax credits?

Families apply for tax credits on their annual Minnesota and federal tax returns. The credits reduce the amount of tax owed or increase the amount of a refund, depending on the family's situation.

Renters and homeowners refunds

Minnesota renters and homeowners' property tax refunds provide tax relief to homeowners and renters whose property tax or rent is relatively high compared to their household income.

For more information on state refunds, and to see if you qualify, call 651-296-4444 or visit revenue.state.mn.us.

Tax filing help

Between Feb. 1 and April 15, trained volunteers are available at sites around Minnesota to help families with their tax preparation. For more information and to see if you qualify for help, call 651-296-3781.

Civil Rights Notice

Discrimination is against the law. The Minnesota Department of Human Services (DHS) does not discriminate on the basis of any of the following:

- race
- color
- national origin
- creed
- religion
- sexual orientation
- public assistance status
- marital status
- age
- disability
- sex
- political beliefs

Civil Rights Complaints

You have the right to file a discrimination complaint if you believe you were treated in a discriminatory way by a social services agency.

Contact **DHS** directly only if you have a discrimination complaint:

Civil Rights Coordinator
Minnesota Department of Human Services
Equal Opportunity and Access Division
P.O. Box 64997
St. Paul, MN 55164-0997
651-431-3040 (voice) or use
your preferred relay service

Minnesota Department of Human Rights (MDHR)

In Minnesota, you have the right to file a complaint with the MDHR if you believe you have been discriminated against because of any of the following:

- race
- color
- national origin
- religion
- creed
- sex
- sexual orientation
- marital status
- public assistance status
- disability

Contact the **MDHR** directly to file a complaint:

Minnesota Department of Human Rights
540 Fairview Avenue North, Suite 201
St. Paul, MN 55104
651-539-1100 (voice)
800-657-3704 (toll free)
711 or 800-627-3529 (MN Relay)
651-296-9042 (fax)
Info.MDHR@state.mn.us

U.S. Department of Health and Human Services' Office for Civil Rights (OCR)

You have the right to file a complaint with the OCR, a federal agency, if you believe you have been discriminated against because of any of the following:

- race
- color
- national origin
- age
- disability
- sex
- religion

Contact the **OCR** directly to file a complaint:

Office for Civil Rights
U.S. Department of Health and Human Services
Midwest Region
233 N. Michigan Avenue, Suite 240
Chicago, IL 60601
Customer Response Center:
Toll-Free: 800-368-1019
TDD Toll-Free: 800-537-7697
ocrmail@hhs.gov

Minnesota Child Care Assistance Program (CCAP) agency contact information

Aitkin County Health & Human Services

204 First St. NW, Aitkin, MN 56431
218-927-7200

Anoka County Child Care Assistance Programs

1201 89th Ave. NE, Suite 400
Blaine, MN 55434
763-324-2350

Becker County Human Services

712 Minnesota Ave.
Detroit Lakes, MN 56501
218-847-5628 **OR**
MAHUBE-OTWA Community Action
Partnership
128 W. Cavour Ave.
Fergus Falls, MN 56537
218-739-3011

Beltrami County Human Services

616 America Ave. NW, Suite 270
Bemidji, MN 56601
218-333-8300

Benton County Human Services

531 Dewey St., PO Box 740
Foley, MN 56329
320-968-5087

Big Stone County Family Services

340 NW Second St., Ortonville, MN 56278
320-839-2555 x1233

Blue Earth County Human Services

410 S. Fifth St., PO Box 3526
Mankato, MN 56002
507-304-4335

Brown County Family Services

1117 Center St., PO Box 788
New Ulm, MN 56073
507-359-6500

Carlton County Human Service Center

14 N. 11th St., PO Box 650
Cloquet, MN 55720
218-879-4583

Carver County Health and Human Services

602 E. Fourth St., Chaska, MN 55318
952-361-1721

Cass County Health, and Human and Veterans Services

400 Michigan Ave. W., PO Box 519
Walker, MN 56484
218-547-1340

Chippewa County Family Services

719 N. Seventh St., Suite 200
Montevideo, MN 56265
320-269-6401

Chisago County Health & Human Services

313 N. Main St., Room 239
Center City, MN 55012
651-213-5214

Clay County Social Service Center

715 11th St. N., Suite 102
Moorhead, MN 56560
218-299-7074

Clearwater County Dept. of Human Services

216 Park Ave. NW, Bagley, MN 56621
218-694-6164

Cook County Social Services

411 W. Second St., Grand Marais, MN 55604
218-387-3620

Cottonwood County, served by Des Moines Valley Health & Human Services

11 Fourth St., Windom, MN 56101
507-831-1891

Crow Wing County Community Services

204 Laurel St., PO Box 686
Brainerd, MN 56401
218-824-1250

Dakota County Employment and Economic Assistance

1 Mendota Road W., Suite 100
West Saint Paul, MN 55118
651-554-5611

Dodge County, served by Minnesota Prairie County Alliance

22 Sixth St. SE, Dept. 401
Mantorville, MN 55955
507-923-2900

Douglas County Social Services

809 Elm St., Suite 1186
Alexandria, MN 56308
320-762-2302

Faribault County, Human Services of Faribault and Martin counties

115 W. First St., Fairmont, MN 56031
507-238-4757

Fillmore County Social Services

902 Houston St. NW, Suite 1
Preston, MN 55965
507-765-2175

Freeborn County Dept. of Human Services

203 W. Clark St., PO Box 1246
Albert Lea, MN 56007
507-377-5400

Goodhue County Health and Human Services

426 West Ave., Red Wing, MN 55066
651-385-3200

Grant County, served by Western Prairie Human Services

15 Central Ave. N., PO Box 1006
Elbow Lake MN 56531
218-685-8200

Hennepin County Human Services and Public Health

Child Care Assistance - MC718,
300 S. Sixth St., Minneapolis, MN 55487
612-348-5937
FAX 612-288-2982

Houston County Dept. of Human Services

304 S. Marshall St., Room 104
Calendonia, MN 55921
507-725-5811

Hubbard County Social Services

205 Court Ave.
Park Rapids, MN 56470
218-732-1451

Isanti County Family Services

1700 East Rum River Drive S., Suite A
Cambridge, MN 55008
763-689-1711

Itasca County Health & Human Services

Itasca Resource Center
1209 SE Second Ave.
Grand Rapids, MN 55744
218-327-2941

Jackson County, served by Des Moines Valley Health & Human Services

407 Fifth St., Jackson, MN 56143
507-847-4000

Kanabec County Family Service Dept.

905 E. Forest Ave., Suite 150
Mora, MN 55051
320-679-6350

Kandiyohi County Family Service Dept.

2200 23rd St. NE, Suite 1020
Willmar, MN 56201
320-231-7800

Kittson County Social Services

410 Fifth St. S., Suite 100, Hallock, MN 56728
218-843-2689

Koochiching County Community Services

1000 Fifth St., International Falls, MN 56649
218-283-7000

Lac qui Parle County Family Services

930 First Ave., Madison, MN 56256
320-598-7594

Lake County Health and Human Services

616 Third Ave., Two Harbors, MN 55616
218-834-8400

Lake of the Woods Social Service Dept.

216 Eighth Ave. SE, Suite 200
Baudette, MN 56623
218-634-2642

Le Sueur County Dept. of Human Services

88 S. Park Ave., Le Center, MN 56057
507-357-8288

Lincoln County, served by Southwest Health and Human Services

607 W. Main, Suite 100
Marshall, MN 56258
507-637-4050

Lyon County, served by Southwest Health and Human Services

607 W. Main, Suite 100
Marshall, MN 56258
507-637-4050

Mahnomen County Human Services

311 N. Main St., PO Box 460
Mahnomen, MN 56557
218-935-2568

Marshall County Social Services

208 E. Colvin Ave., Suite 14
Warren, MN 56762
218-745-5124 **OR**
MAHUBE-OTWA Community Action
Partnership
128 W. Cavour Ave., Fergus Falls, MN 56537
218-739-3011

Martin County, Human Services of Faribault and Martin counties

115 W. First St., Fairmont, MN 56031
507-238-4757

Minnesota Child Care Assistance Program (CCAP) agency contact information

McLeod County Social Service Center

1805 Ford Ave. N., Suite 100
Glencoe, MN 55336
320-864-3144

Meeker County Social Services

114 N. Holcombe Ave., Suite 180
Litchfield, MN 55355
320-693-5300

Mille Lacs County Community and Veteran Services

525 Second St. SE, Milaca, MN 56353
320-983-8208

Morrison County Social Services

213 First Ave. SE, Little Falls, MN 56345
320-632-2951

Mower County Health and Human Services

201 First St. NE, Suite 18, Austin, MN 55912
507-437-9701

Murray County, served by

Southwest Health and Human Services

607 W. Main, Suite 100, Marshall, MN 56258
507-637-4050

Nicollet County Human Services

622 S. Front St., St. Peter, MN 56082
507-934-8559

Nobles County Community Services

318 Ninth St., PO Box 189
Worthington, MN 56187
507-295-5213

Norman County Social Service Center

15 Second Ave. E., Ada, MN 56510
218-784-5415

Olmsted County Community Services

2117 Campus Drive SE, Suite 100
Rochester, MN 55904
507-328-6500

Otter Tail County Human Service Dept.

535 W. Fir Ave., Fergus Falls, MN 56537
218-998-8230 **OR**

MAHUBE-OTWA Community Action
Partnership

128 W. Cavour Ave., Fergus Falls, MN 56537
218-739-3011

Pennington County Human Services

318 N. Knight Ave., PO Box 340
Thief River Falls, MN 56701
218-681-2880

Pine County Dept. of Human Services

130 Oriole St. E., Suite 1, Sandstone, MN 55072
320-591-1570

Pipestone County, served by

Southwest Health and Human Services

607 W. Main, Suite 100, Marshall, MN
56258
507-637-4050

Polk County Social Service Center

612 N. Broadway, Room 302
Crookston, MN 56716
218-281-3127

Pope County, served by

Western Prairie Human Services

211 E. Minnesota Ave., Suite 200
Glenwood, MN 56334
320-634-7755

Ramsey County Community Human Service Dept.

160 E. Kellogg Boulevard, St. Paul, MN 55101
651-266-3852 **OR**

Think Small

10 Yorkton Court, St. Paul, MN 55117
651-641-6665

Red Lake County Social Services

121 Edwards Ave., Red Lake Falls, MN 56750
218-253-4131

Red Lake Nation

15525 Mendota Ave., Box 416
Redby, MN 56670
218-679-3350

Redwood County, served by Southwest Health and Human Services

607 W. Main, Suite 100, Marshall, MN 56258
507-637-4050

Renville County Human Services

105 S. Fifth St., Suite 203H, Olivia, MN 56277
320-523-2202

Rice County Social Services

320 Third St. NW, PO Box 718
Faribault, MN 55021
507-332-6115

Rock County, served by Southwest Health and Human Services

607 W. Main, Suite 100, Marshall, MN 56258
507-637-4050

Roseau County Social Services

208 Sixth St. SW, Roseau, MN 56751
218-463-2411

Scott County Health and Human Services

Scott County CareerForce Center
752 Canterbury Road S., Shakopee, MN 55379
952-496-8686

Sherburne County Health and Human Services

13880 Business Center Drive
Elk River, MN 55330
763-765-4000

Sibley County Public Health and Human Services

111 Eighth St., PO Box 237, Gaylord, MN 55334
507-237-4000

St. Louis County Public Health and Human Services

320 W. Second St., Duluth, MN 55802
218-726-2400

Stearns County Human Services

705 Courthouse Square, PO Box 1107
St. Cloud, MN 56302
320-656-6000

Steele County, served by Minnesota Prairie County Alliance

22 Sixth St. SE, Dept. 401
Mantorville, MN 55955
507-923-2900

Stevens County Human Services

400 Colorado Ave., Suite 104
Morris, MN 56267
320-208-6600

Swift County Human Services

410 21st St. S., PO Box 208
Benson, MN 56215
320-843-3160

Todd County Social Services

212 Second Ave. S., Long Prairie, MN 56347
320-732-4500

Traverse County Social Services Dept.

202 Eighth St. N., PO Box 46
Wheaton, MN 56296
320-422-7777

Wabasha County Social Service Dept.

411 Hiawatha Drive E., Wabasha, MN 55981
651-565-3351

Wadena County Social Service Dept.

124 First St. SE, Wadena, MN 56482
218-631-7605 x124 **OR**
MAHUBE-OTWA Community Action

Partnership

128 W. Cavour Ave., Fergus Falls, MN 56537
218-739-3011

Waseca County, served by

Minnesota Prairie County Alliance

22 Sixth St. SE, Dept. 401
Mantorville, MN 55955
507-923-2900

Washington County Community Services

14949 62nd St. N., Stillwater, MN 55082
651-430-6455

Watsonwan County Human Services

715 Second Ave. S., PO Box 31
St. James, MN 56081
507-375-3294

White Earth Financial Services

2531 310th Ave., PO Box 100
Naytahwaush, MN 56566
218-935-2359

Wilkin County Family Service Agency

300 S. Fifth St., PO Box 369
Breckenridge, MN 56520
218-643-7161 **OR**

Lakes and Prairies Community Action

71511th St. N., Suite 402, Moorhead, MN 56560
877-773-5778

Winona County Health and Human Services

202 W. Third St., Winona, MN 55987
507-457-6500

Wright County Human Services

10 Second St. NW, Room 300
Buffalo, MN 55313
763-682-7412

Yellow Medicine

County Family Service Center

415 Ninth Ave., Suite 202
Granite Falls, MN 5624
320-564-2211



**DEPARTMENT OF
HUMAN SERVICES**

Child Care Services
P.O. Box 64962
St. Paul, MN 55164-0962



Recognize and End Domestic Violence

Domestic violence information

What is domestic violence?

Domestic violence or abuse is what someone says or does over and over again to make you feel afraid or to control you. People who are elderly, frail, have a disability, or who depend on others for assistance may not be able to protect themselves from domestic violence or abuse. Minnesota has a law to protect and assist people who are vulnerable to abuse or who are not able to care for themselves. Examples of violence or abuse include:

- Swearing or screaming at you
- Calling you names
- Taking money or property without permission or against your wishes
- Threatening to hurt you or others you care about
- Failing to provide care for you by someone whose responsibility it is to do so
- Not letting you leave your house
- Blaming you for everything that goes wrong
- Stalking you
- Being touched against your wishes or forced to have sex
- Choking, grabbing, hitting, pushing, pinching or kicking you.

What services are available to victims of domestic violence or abuse?

Toll-free Hotlines have counselors who provide services, including:

- Crisis counseling
- Safety planning
- Assistance with finding shelter.

Referrals to other organizations including:

- Legal services support groups
- Advocacy with the police.

If you are in danger from domestic violence or abuse and need help, call:

- The National Domestic Violence Hotline at 800-799-7233, (TTY: 800-787-3224)
- The Minnesota Coalition for Battered Women at 866-289-6177 or
- The Minnesota Day One Emergency Shelter and Crisis Hotline at 800-223-1111.

The **Safe At Home (SAH) Program** is a statewide address confidentiality program that assists survivors of domestic violence, sexual assault, stalking and others who fear for their safety by providing a substitute address for people who move or are about to move to a new location unknown to their aggressors. For information on this program, contact Safe At Home at 651-201-1399 or 866-723-3035.

Vulnerable adults

Call the Senior LinkAge Line at 800-333-2433 to report concerns and to help a vulnerable adult get needed protection and assistance. Ask your worker for more resource information.

What are domestic violence waivers?

If you are eligible for public assistance and you experience domestic violence, certain program requirements may not apply in your situation.

Waivers are available for eligible public assistance applicants who apply for the following programs: Supplemental Nutrition Assistance Program (SNAP), General Assistance (GA), Diversionary Work Program (DWP), Minnesota Family Investment Program (MFIP), Medical Assistance and MinnesotaCare.

If domestic violence or abuse makes it hard for you to follow program rules, talk to your county worker.

Waivers of SNAP rules

This brochure must be given to all households that apply for SNAP. If your available gross income is less than the SNAP program limits, you may be eligible for benefits. The value of assets and vehicles are not used when determining your eligibility for SNAP.

Waivers of DWP and MFIP rules

If you or your child is a victim of past or current domestic violence, you may be eligible for a Family Violence Waiver in DWP and MFIP. When you are on DWP, once you have an approved Family Violence Waiver, your family will transition to MFIP where:

- You may not need to follow all employment rules
- You will be exempt from the 60-month time limit while you have this waiver.

To get a Family Violence Waiver you must:

- Tell your county worker you want an MFIP Family Violence Waiver
- Provide one of the following items:
 - A statement from a battered women's or sexual assault advocate
 - A statement from a professional, like a doctor, nurse, clergy, counselor or social worker who knows of the abuse
 - A sworn statement from a neighbor, family member or co-worker who knows of the abuse, and a sworn statement from yourself
 - A police report
 - A copy of a restraining order, order for protection or a harassment order.

If you need help getting any of these items, talk to a domestic violence advocate or your county worker.

- Develop and follow a plan that includes activities to keep you safe.

What is a plan?

Your plan is developed with a person trained in domestic violence prevention and a job counselor or county worker. The plan will take your situation into account and include activities to help you become employed.

The plan will:

- Make the safety of you and your children a priority
- Include only safe work and training activities.

It is imperative that your plan and goals are realistic and can work for you. The plan does not guarantee your safety. If you need to change the plan or cannot follow it, contact your county worker as soon as possible.

Other important things to know

- If you do not follow your plan and do not notify your job counselor or case manager, your MFIP grant may be reduced or closed.

- If you have questions about the MFIP Family Violence Waiver, call the Minnesota Coalition for Battered Women at 866-289-6177 or the Minnesota Day One Emergency Shelter and Crisis Hotline at 800-223-1111. If you are in crisis, call **651-646-0994**.
- If you are denied a waiver, or if your waiver is canceled, you can appeal.
- You may be able to get legal advice or help with an appeal from your local legal aid office. To contact your local legal aid office, call 888-354-5522.

If you have questions

For questions about the MFIP Domestic Violence Waiver, contact your local county worker.

For TTY and Speech-to-Speech relay service, use your preferred relay service.

How do I appeal?

If you do not agree with the action the county takes on your application, ask your county worker for an explanation on the action.

You may see the policy manuals, rules or laws that give the reasons for the action. If you still do not agree, you may appeal. Your county worker will help you ask for an appeal hearing, or contact:

Minnesota Department of Human Services
Appeals Office
P.O. Box 64941
St. Paul, MN 55164-0941
Metro: 651-431-3600 (Voice)
Greater Minnesota: 800-657-3510 or use your preferred relay service
Fax: 651-431-7523

You should bring any facts to the hearing that will help you explain why you do not agree. If you want a lawyer, ask your worker for information about free legal services. You may bring people to the hearing to give information about the facts. After you and the county have talked about your case, a human services judge will decide the case and you will receive the decision in the mail.

If you are still not satisfied, you have 30 days to appeal to the state district court.

Your right to privacy

Generally the facts asked for by the human services office are called "private." This means that you may see facts about yourself, but they are not open to the public. Certain other government agencies may see them too. You have the right to question what you think is wrong in your file.

For more facts about data privacy, ask your county worker or write the Minnesota Department of Human Services.

Civil Rights Notice

Discrimination is against the law. The Minnesota Department of Human Services (DHS) does not discriminate on the basis of any of the following:

- race
- color
- national origin
- creed
- religion
- sexual orientation
- public assistance status
- marital status
- age
- disability
- sex
- political beliefs

Civil Rights Complaints

You have the right to file a discrimination complaint if you believe you were treated in a discriminatory way by a human services agency.

Contact **DHS** directly only if you have a discrimination complaint:

Civil Rights Coordinator
Minnesota Department of Human Services
Equal Opportunity and Access Division
P.O. Box 64997
St. Paul, MN 55164-0997
651-431-3040 (voice) or use your preferred relay service

Minnesota Department of Human Rights (MDHR)

In Minnesota, you have the right to file a complaint with the MDHR if you believe you have been discriminated against because of any of the following:

- race
- color
- national origin
- religion
- creed
- sex
- sexual orientation
- marital status
- public assistance status
- disability

Contact the **MDHR** directly to file a complaint:

Minnesota Department of Human Rights
540 Fairview Avenue North, Suite 201
St. Paul, MN 55104
651-539-1100 (voice) 800-657-3704 (toll free)
711 or 1-800-627-3529 (MN Relay)
651-296-9042 (fax)
Info.MDHR@state.mn.us

U.S. Department of Health and Human Services' Office for Civil Rights (OCR)

You have the right to file a complaint with the OCR, a federal agency, if you believe you have been discriminated against because of any of the following:

- race
- color
- national origin
- age
- disability
- sex
- religion

Contact the **OCR** directly to file a complaint:

Office for Civil Rights
U.S. Department of Health and Human Services
Midwest Region
233 N. Michigan Avenue, Suite 240
Chicago, IL 60601
Customer Response Center:
Toll-free: 800-368-1019 TDD Toll-free: 800-537-7697
Email: ocrmail@hhs.gov

U.S. Department of Agriculture

You have the right to file a complaint with the USDA, a federal agency, if you believe you have been discriminated against because of race, color, age, sex, national origin, disability, religious creed or political beliefs in the administration of SNAP.

In accordance with Federal civil rights law and **U.S. Department of Agriculture (USDA)** civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, religious creed, disability, age, political beliefs, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotope, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](#), (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992.

Submit your completed form or letter to USDA by:

1. mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;
2. fax: (202) 690-7442; or
3. email: program.intake@usda.gov.

This institution is an equal opportunity provider.

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Education and Training in the Minnesota Family Investment Program

Thinking about pursuing additional education or training?

This brochure will help you:

- Understand your options
- Learn about supports and resources available through the Minnesota Family Investment Program (MFIP)
- Explore and consider other activities that can be combined with education.

Start by meeting with your employment counselor

Your employment counselors will help you:

- Outline your strengths, previous education, training and work history
- Understand MFIP training or education requirements
- Access available supports and resources
- Find and apply for jobs in your field.

MFIP training and education options:

- English as a Second Language
- Adult Basic Education
- General Education Development
- High school diploma
- Certificate programs
- Two-year degree
- Four-year degree

To receive MFIP training and education services, you must:

- Meet hourly MFIP requirements
- Make satisfactory progress in your classes
- Develop and review your employment plan every three months with your employment counselor.



Your employment plan should include:

- Education and job goals
- Class and study time
- Dates for completing your program
- All paperwork you need to turn in
- Any support services you will receive
- Any additional activities you wish to combine with your education.

Activities you may combine with education:

- Paid work
- Work study (Jobs that are part of financial aid available to some students do not count against your cash grant.)
- Paid education training (such as paid internships or apprenticeships; this income may not count against your cash grant)
- Unpaid training
- Job searches
- Volunteering

Additional training and education resources:

- Financial aid and scholarships (free financial aid to eligible individuals)
- The Office of Higher Education (www.ohe.state.mn.us)
- CareerForce Minnesota (Minnesota Department of Employment and Economic Development)
- Minnesota Attorney General website: <http://www.ag.state.mn.us>
 - Students loans
 - Student loan assistance scams
 - For-profit colleges
- Tutoring
- Disability services
- Volunteering opportunities
- Student organizations
- Student Parenting Support Centers

If you have questions

For questions about MFIP education and training, contact your employment counselor.

For TTY service, call the Minnesota Relay at 711 or 800-627-3529 and ask them to call your county human services office. For the Speech-to-Speech Relay, call 877-627-3848.



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St. Paul, MN 55164-0997
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U.S. Department of Health and Human Services
Midwest Region
233 N. Michigan Avenue, Suite 240
Chicago, IL 60601
Customer Response Center:
Toll-free: 800-368-1019 TDD Toll-free: 800-537-7697
Email: ocrmail@hhs.gov

U.S. Department of Agriculture

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Submit your completed form or letter to USDA by:

1. mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;
2. fax: (202) 690-7442; or
3. email: program.intake@usda.gov.

(Do Not Send Applications Here)

This institution is an equal opportunity provider.

Attention. If you need free help interpreting this document, ask your worker or call the number below for your language.

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ملاحظة: إذا أردت مساعدة مجانية لترجمة هذه الوثيقة، اطلب ذلك من مشرفك أو اتصل على الرقم 1-800-358-0377.

သတိ။ ဤစာရွက်စာတမ်းအားအခမဲ့ဘာသာပြန်ပေးခြင်း အကူအညီလိုအပ်ပါက၊ သင့်လူမှုရေးအလုပ်သမား အားမေးမြန်း ခြင်းသို့ မဟုတ် 1-844-217-3563 ကိုခေါ်ဆိုပါ။

កំណត់សំគាល់ ។ បើអ្នកត្រូវការជំនួយក្នុងការបកប្រែឯកសារនេះដោយឥតគិតថ្លៃ សូមសួរអ្នកកាន់សំណុំរឿង របស់អ្នក ឬហៅទូរស័ព្ទមកលេខ 1-888-468-3787 ។

請注意，如果您需要免費協助傳譯這份文件，請告訴您的工作人員或撥打1-844-217-3564。

Attention. Si vous avez besoin d'une aide gratuite pour interpréter le présent document, demandez à votre agent chargé du traitement de cas ou appelez le 1-844-217-3548.

Thov ua twb zoo nyeem. Yog hais tias koj xav tau kev pab txhais lus rau tsab ntaub ntawv no pub dawb, ces nug koj tus neeg lis dej num los sis hu rau 1-888-486-8377.

ဟ်သုဉ်ဟ်သးဘဉ်တက့ၢ်. ဝဲန့ၢ်လိဉ်ဘဉ်တၢ်မၤစၢၤကလိလၢတၢ်ကကျိးဝဲဝဲဒၣ်လိာ် တီလိာ်မိတခါအံၤန့ၣ်,သံကွၢ်ဘဉ်ပုၤဂ့ၢ်ဝိအပုၤမၤစၢၤတၢ်လၢနဂီၢ်မ့တ မ့ၢ်ကိးဘဉ် 1-844-217-3549 တက့ၢ်.

알려드립니다. 이 문서에 대한 이해를 돕기 위해 무료로 제공되는 도움을 받으시려면 담당자에게 문의하시거나 1-844-217-3565으로 연락하십시오.

ໄປຮວດຊາບ. ຖ້າຫາກ ທ່ານຕ້ອງການການຊ່ວຍເຫຼືອໃນການແປເອກະສານນີ້ພໍ, ຈົ່ງຖາມພະນັກງານກຳກັບການຊ່ວຍເຫຼືອຂອງທ່ານ ຫຼື ໂທໂປທີ່ 1-888-487-8251.

Hubachiisa. Dokumentiin kun tola akka siif hiikamu gargaarsa hoo feete, hojjettoota kee gaafadhu ykn afaan ati dubbattuuf bilbili 1-888-234-3798.

Внимание: если вам нужна бесплатная помощь в устном переводе данного документа, обратитесь к своему социальному работнику или позвоните по телефону 1-888-562-5877.

Digniin. Haddii aad u baahantahay caawimaad lacag-la'aan ah ee tarjumaadda qoraalkan, hawlwadeenkaaga weydiiso ama wac lambarka 1-888-547-8829.

Atención. Si desea recibir asistencia gratuita para interpretar este documento, comuníquese con su trabajador o llame al 1-888-428-3438.

Chú ý. Nếu quý vị cần được giúp đỡ dịch tài liệu này miễn phí, xin gọi nhân viên xã hội của quý vị hoặc gọi số 1-888-554-8759.

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For accessible formats of this information, ask your county worker. For assistance with additional equal access to human services, contact your county's ADA coordinator. ADA4 (2-18)

GOOD CAUSE REASONS FOR NOT COOPERATING WITH MFIP EMPLOYMENT SERVICES

Contact your Employment Counselor if you meet one of the following categories and would like to claim Good Cause.

- You are not able to find appropriate childcare.
- The job does not meet the definition of suitable employment.
- You are willing to accept suitable employment, but employment is not available.
- You are ill, injured, or incapacitated.
- A member of your family, a relative in the household, or a foster child in the household is ill and needs your care.
- You are unable to secure the transportation you need.
- You have an emergency situation that prevents you from complying with your Employment Plan.
- The activities in your Employment Plan conflict with a judicial proceeding.
- You were scheduled to attend a mandatory MFIP meeting during a time that conflicts with your work schedule, a judicial proceeding, or a meeting related to a juvenile court matter.
- You are already participating in acceptable work activities.
- The activities identified in your Employment Plan are not available.
- There are other reasons beyond your control that prevent you from complying. You can verify the reason for not complying.
- You have information to indicate you may qualify for Family Stabilization Services (FSS) and are working with the County and/or your job counselor to obtain the documentation to determine if you are eligible.
- You are experiencing a shelter emergency. (For example, you have a utility shut-off notice, you have received an eviction notice, or you are currently experiencing homelessness).

If you have questions or would like more information, contact your Employment Counselor.