



OWNER/MANAGER HANDBOOK

Washington County Community Development Agency Rental Assistance Programs

Washington County Community Development Agency
7645 Currell Blvd., Woodbury, MN 55125

Mission of the CDA

Through innovation, the Washington County Community Development Agency promotes community and economic development, and provides and maintains affordable, decent and safe housing opportunities in Washington County.

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WELCOME!

Thank you for participating with the Washington County Community Development Agency (CDA) Rental Assistance Programs. This packet will provide answers to your questions regarding how the programs work, obligations of the household, CDA and owner/manager along with helpful resources.

The rental assistance programs offered by the CDA assist eligible families and individual with their housing needs throughout all of Washington County. Participants have the flexibility to choose private market rental housing that best meets their needs. Providing rental assistance for a unit takes collaboration from the household, the owner/manager and the CDA staff. The information provided in this handbook is meant as general guidance for owner/managers and was taken from various documents. It is not a substitute for legal advice, and it is not a contract.

If at any time during the rental process you have questions, please contact a Rental Assistance Specialist for help.

Benefits of Being an Owner/manager with Rental Assistance Programs

Over the years the CDA has worked with many owners/managers that have come to appreciate the benefits of working with rental assistance programs.

Program benefits include:

- ❖ Contracted monthly assistance payments that are on time and guaranteed even during times of national emergencies or business disruptions such as a pandemic.
- ❖ If the household has a decrease in income, the household rent portion can be lowered and the CDA can increase the assistance assuring the full rent is covered.
- ❖ Free property inspections to help owner/managers maintain their property.
- ❖ There is minimal paperwork for the owner/manager. Owners/managers use their own lease and screening process for household selection.
- ❖ Free advertising for property. CDA maintains a listing of available rental units in the county and distributes to households looking for a new home.

CDA RENTAL ASSISTANCE PROGRAMS

Rental Assistance Programs administered through the Washington County CDA provide income eligible participants with the ability to rent decent, safe, sanitary and affordable units. Each rental assistance program has certain requirements for eligibility but for all programs, the CDA pays a monthly subsidy on behalf of the household based on income.

The Washington County CDA administers the following programs:

Federally Funded:

Housing Choice Voucher/Section 8:	Rental assistance only
Veterans Affairs Supportive Housing (VASH)	Rental assistance for veterans with case management services
Family Unification Program	Rental assistance for families with short term case management services
Mainstream	Rental assistance for families who have an individual who is between ages 18-62 and who is disabled.

State Funded:

Bridges	Rental assistance with case management services
Bring It Home	Rental assistance only

FOR YOUR INFORMATION: Although the name of our agency is the Washington County CDA, we are not part of County government. Therefore, we are not connected with the County Economic Assistance Office, (TANF, SNAP, and Medical Assistance Programs, etc.) We do not openly share information with the County offices, nor do County offices automatically share information with the CDA.

HOW RENTAL ASSISTANCE PROGRAMS WORK:

Renting to a Person with Rental Assistance

An owner/manager participating in a rental assistance program maintains the same relationship with the household as they have with a household not receiving assistance.

If you accept rental assistance:

- Advertise your vacancy and include you accept rental assistance. You may wish to advertise your vacancy through Housing Link, a free service where you can post vacancies and find owner/manager resources. Go to www.housinglink.org or call 612-522-2500 for more information.
- If an applicant for your unit indicates they receive rental assistance, it is the responsibility of the owner/manager to screen the household for suitability of tenancy. The CDA only screens a household for program eligibility.
- If an assisted household is approved by the owner/manager for residency, they must complete a Request for Tenancy Approval (RFTA) form provided by the household. For the Bridges program this is called a Request for Lease Approval, the form serves the same purpose.

The CDA will provide the following information on the RFTA form if known:

- The prospective household's current address.
- The prospective household's current owner/manager and address.
- The prospective household's prior owner/manager and address.

The RFTA is very important. A RFTA is needed for the CDA to determine if the unit is affordable for the household and to set up rental assistance on a unit. The RFTA also indicates to the CDA the owner/manager is willing to enter a Housing Assistance Payments (HAP) Contract.

REMEMBER *With all rental assistance programs it is illegal for the household and the owner/manager to make arrangements for additional payments that have not been approved by the CDA (side payments). This is considered fraud and there are penalties and fines under federal law for fraud.*

The CDA requests the RFTA be submitted by the 15th of the month to allow time to:

- Approve unit.
- Set up inspection.
- Complete rent determination and execute contract.

If a RFTA is submitted after the 15th of the month, the rental assistance will not start until the 1st of the following month. **THE CDA CANNOT START PAYING RENTAL ASSISTANCE ON A UNIT UNTIL THE RFTA IS APPROVED AND THE UNIT HAS PASSED INSPECTION.** Except for the Bridges program, a self-certification that the unit has no life-threatening deficiencies may be signed to start rent payments. A physical inspection will then be conducted within 60 days of the lease start. The Bridges program the unit must have a passed physical inspection before payments can begin.

The RFTA describes:

- The type, age and location of the rental unit.
- Rent and security deposit amount. Garage fees must be included on the RFTA. If the garage is optional, the fee is not included in the rental assistance and is the responsibility of the

- household.
- Utilities the household must pay. All utilities that the household is required to pay in the lease must be separately metered, reflect only the household's usage, and in the household's name.
- Rent on similar units to ensure that the assisted household is not paying more than other unassisted units.
- Provides owner/manager contact information.

HOW THE CDA DETERMINES AFFORDABILITY AND UNIT SIZE

Payment Standards

The CDA uses a Payment Standard derived from HUD Fair Market Rents which reflects the cost of housing and utilities for this area. The Payment Standard is used to determine the maximum subsidy amount. If the gross rent (contract rent plus the cost of utilities that the household must pay) is below the payment standard then generally the subsidy (the amount paid to the owner by the CDA), is the Payment Standard minus 30% of the household's adjusted monthly income.

Occupancy/Subsidy Standards

The CDA signs a voucher with the eligible household. The voucher states that the household participates in the rental assistance program.

The CDA will determine the appropriate Voucher size by applying the following criteria:

1. The bedroom size assigned should not require more than two persons to occupy the same bedroom.
2. The first bedroom will be assigned to the Head of Household and one other adult household member.
3. Minor children of the opposite gender will be issued a separate bedroom at the age of 10.
4. An adult and minor child of the same gender will be issued one bedroom.
5. Live-in Aides will be allocated a separate bedroom. No additional bedrooms are provided for the live-in aide's family.
6. Single person families will be allocated one bedroom

The regulations provide that a household may rent a unit with more bedrooms than stated on the voucher. The household's subsidy will be based on the applicable payment standard that has been assigned to the household. The unit must still meet affordability factors and must still be reasonable compared to other units in the area.

If a family rents a unit with fewer bedrooms, it must comply with the housing quality standards (HQS) requirements (not more than 2 persons per living/sleeping room). The subsidy will be based on the unit size

HOUSING ASSISTANCE PAYMENT (HAP)

Contract and Lease

- **HAP Contract:** a contract is between the CDA and the owner/manager. The contract is the agreement by the CDA to pay rent on a specific unit on behalf of the assisted household and delineates the responsibilities of the owner/manager.

If the household commits fraud or in some way violates their obligations under the rental assistance program, the HAP contract will terminate, and the household will be responsible for the entire rent. The CDA will provide the owner/manager with notice if the household has been terminated from the rental assistance program.

HAP contracts may also end when the household's income increases to the point that the CDA payment is no longer necessary. The HAP contract automatically terminates 180 calendar days after the last assistance payment is made to the owner.

Lease: is the contractual agreement between the owner/manager and the assisted household to pay rent and occupy a specific unit. The Lease and HAP contract runs concurrently and terminates when the lease terminates.

Do not change the terms of the lease—such as changing the responsibility for utilities--- without providing the CDA a 60-day written notice prior to the effective date of the proposed changes. Changing the terms of the lease without informing the CDA would be fraud and could be penalized under federal statutes.

The start and end dates of the HAP Contract between the CDA and the owner and of the lease must match. The earliest that the lease and HAP contract can start is the first day that the unit passes inspection or the self-certification of no life-threatening deficiencies exist. The lease and the HAP contract must start on the same day. The HAP contract prevails over the lease when there is a conflict between the lease and the HAP contract.

Release of Payment

Payments cannot be issued until the following information has been supplied:

1. Signed copy of the lease and HAP Contract has been returned to the CDA office.
2. The Unit has passed inspection or signed the self-certification of non-life-threatening deficiencies.
3. New owner/managers will need to supply the CDA with tax information for a 1099 end of year statement.
4. Rent payments are made by direct deposit. Owner/managers will need to supply the CDA with bank account routing information and an email address for notification of deposits.

INSPECTIONS

The unit must meet housing quality standards (HQS) determined by HUD. The booklet “A Good Place to Live”, describes general aspects of the unit that must be inspected for general compliance with HQS.

U.S. Department of Housing and Urban Development Office of Public and Indian Housing

Adapted from: A Good Place to Live

Introduction

Having a good place to live is important. The Housing Choice Voucher Program helps you to rent a safe, sanitary and decent place. You are free to choose any house or apartment you like, if it meets certain requirements for quality.

Housing Quality Standards

Housing quality standards (HQS) help to ensure that your home will be safe, healthy, and comfortable. In the Housing Choice Voucher Program (and other housing assistance programs) there are two kinds of housing quality standards:

1. Things that a home must have in order to be approved by the CDA, and
2. Things that you want the unit to have to meet the needs of your family. These are items that you can decide.

The Requirements

Every house or apartment must have at least a living room, kitchen, and bathroom. Efficiency apartments with a kitchen area are eligible. However, there must be a separate bathroom in the unit. Generally, there must be one living/sleeping room for every two family members.

Responsibilities of the Public Housing Authority:

- Ensure that all units in the Program meet housing quality standards.
- Inspect unit in response to the RFTA form. Inform potential household and owner of results and necessary actions.
- Encourage households and owners to maintain units up to standards.
- Make inspection in response to household or owner complaint or request. Inform the household and owner of the results, necessary actions, and time period for compliance.
- Make periodic inspection of the unit to ensure that it still meets the housing quality standards. Inform the household and owner of the results, necessary actions, and time period for compliance.

Responsibilities of the household:

- Live up to the terms of the lease. Keep the unit safe and sanitary.
- Cooperate with the owner by informing him or her of any necessary repairs.
- Cooperate with the PHA for initial, periodic, and complaint inspections.

Responsibilities of the owner:

- Comply with the terms of the lease.
- Maintain the unit and keep it up to housing quality standards as outlined in this booklet.
- Cooperate with the household by responding promptly to requests for needed repairs.
- Cooperate with the PHA on initial, periodic, and complaint inspections, and make necessary repair.
- Stay in compliance with the Housing Assistance Payments contract
- The owner/manager must keep the unit in good condition throughout the tenancy. The unit must be able to pass an HQS inspection at any time during the tenancy.

COMPLIANCE WITH HQS PER AREA:

Living Room

The Living Room must have:

Ceiling - A ceiling that is in good condition.

- Not acceptable are large cracks or holes that allow drafts, severe bulging, and large amounts of loose or falling surface material such as plaster.

Walls - Walls that are in good condition.

- Not acceptable are large cracks or holes that allow drafts, severe bulging or leaning, large amounts of loose or falling surface material such as plaster.

Electricity - At least two electric outlets, or one outlet and one permanent overhead light fixture. Do not count table or floor lamps, ceiling lamps plugged into a socket, and extension cords: they are not permanent.

- Not acceptable are broken or frayed wiring, light fixtures hanging from wires with no other firm support (such as a chain), missing cover plates on switches or outlets, badly cracked outlets.

Floor - A floor that is in good condition.

- Not acceptable are large cracks or holes, missing or warped floorboards or covering that could cause someone to trip.

Window - At least one window. Every window must be in good condition.

- Not acceptable are windows with badly cracked, broken or missing panes, and windows that do not shut or, when shut, do not keep out the weather.

Lock - A lock that works on all windows and doors that can be reached from the outside, a common public hallway, a fire escape, porch or other outside place that cannot be reached from the ground. A window that cannot be opened is acceptable.

Paint - No peeling or chipping paint if you have children under the age of seven and the house or apartment was built before 1978.

You should also think about:

- The types of locks on windows and doors
 - Are they safe and secure?
 - Have windows that you might like to open been nailed shut?
- The condition of the windows.
 - Are there small cracks in the panes?
- The amount of weatherization around doors and windows.
 - Are there storm windows?
 - Is there weather stripping? If you pay your own utilities, this may be important.
- The location of electric outlets and light fixtures.
- The condition of the paint and wallpaper
 - Are they worn, faded, or dirty?
- The condition of the floor. Is it scratched and worn

Kitchen

The Kitchen Must Have:

Ceiling - A ceiling that is in good condition.

- Not acceptable are large cracks or holes that allow drafts, severe bulging, and large amounts of loose or falling surface material such as plaster.

Storage - Some space to store food.

Electricity - At least one electric outlet and one permanent light fixture.

Do not count table or floor lamps, ceiling lamps plugged into a socket, and extension cards; they are not permanent.

- Not acceptable are broken or frayed wiring, light fixtures hanging from wires with no other firm support (such as a chain), missing cover plates on switches or outlets, badly cracked outlets.

Stove and Oven - A stove (or range) and oven that works (This can be supplied by the household)

Floor - A floor that is in good condition. Not acceptable are large cracks or holes, missing or warped floorboards or covering that could cause someone to trip.

Preparation Area - Some space to prepare food.

Paint - No peeling or chipping paint if you have children under the age of seven and the house or apartment was built before 1978.

Window - If there is a window, it must be in good condition.

Lock - A lock that works on all windows and doors that can be reached from the outside, a common public hallway, a fire escape, porch or other outside place that can be reached from the ground. A window that cannot be opened is acceptable

Walls - Walls that are in good condition.

- Not acceptable are large cracks or holes that allow drafts, severe bulging or leaning, large amounts of loose or falling surface material such as plaster.

Serving Area - Some space to serve food.

- A separate dining room or dining area in the living room is all right.

Refrigerator - A refrigerator that keeps temperatures low enough so that food does not spoil. (This can be supplied by the household.)

Sink - A sink with hot and cold running water.

- A bathroom sink will not satisfy this requirement.

You should also think about:

- The size of the kitchen.
- The amount, location, and condition of space to store, prepare, and serve food.
- The size, condition, and location of the refrigerator.
- The size, condition, and location of your sink.
- Other appliances you would like to provide. Extra outlets.

Bathroom

The bathroom must have

Ceiling A ceiling that is in good condition.

- Not acceptable are large cracks or holes that allow drafts, severe bulging, or large amounts of loose or falling surface material such as plaster.

Window - A window that opens or a working exhaust fan.

Lock - A lock that works on all windows and doors that can be reached from the outside, a common public hallway, a fire escape, porch or other outside place that can be reached from the ground.

Toilet - A flush toilet that works.

Tub or Shower - A tub or shower with hot and cold running water.

Floor - A floor that is in good condition.

- Not acceptable are large cracks or holes, missing or warped floorboards or covering that could cause someone to trip.

Paint

- No chipping or peeling paint if you have children under the age of seven and the house or apartment was built before 1978.

Walls - Walls that are in good condition.

- Not acceptable are large cracks or holes that allow drafts, severe bulging or leaning, large amounts of loose or falling surface such as plaster.

Electricity - At least one permanent overhead or wall light fixture.

- Not acceptable are broken or frayed wiring, light fixtures hanging from wires with no other firm support (such as a chain), missing cover plates on switches or outlets, badly cracked outlets.

Sink - A sink with hot and cold running water.

- A kitchen sink will not satisfy this requirement.

You should also think about:

- The size of the bathroom and the amount of privacy.
- The appearances of the toilet, sink, and shower or tub.
- The appearance of the grout and seal along the floor and where the tub meets the wall.
- The appearance of the floor and walls.
- The size of the hot water heater.
- A cabinet with a mirror.

Other Rooms

Other rooms that are lived in include: bedrooms, dens, halls, and finished basements or enclosed, heated porches. The requirements for other rooms that are lived in are similar to the requirements for the living room as explained below.

Other Rooms Used for Living must have: Ceiling - A ceiling that is in good condition.

- Not acceptable are large cracks or holes that allow drafts, severe bulging, large amounts of loose or falling surface material such as plaster,

Walls – Walls that are in good condition.

- Not acceptable are large cracks or holes that allow drafts, severe bulging or leaning, large amounts of loose or falling surface material such as plaster.

Paint - No chipping or peeling paint if you have children under the age of seven and the house or apartment was built before 1978.

Electricity in Bedrooms - Same requirement as for living room. In All Other Rooms Used for Living: There is no specific standard for electricity, but there must be either natural illumination (a window) or an electric light fixture or outlet.

Floor – A floor that is in good condition.

- Not acceptable are large cracks or holes, missing or warped floorboards or covering that could cause someone to trip.

Lock - A lock that works on all windows and doors that can be reached from the outside, a common public hallway, a fire escape, porch or other outside place that can be reached from the ground.

Window - At least one window, which must be openable, if it was designed to be opened, in every rooms used for sleeping. Every window must be in good condition.

- Not acceptable are windows with badly cracked, broken or missing panes, and windows that do not shut or, when shut, do not keep out the weather.

Other rooms that are not lived in may be: a utility room for washer and dryer, basement or porch. These must be checked for security and electrical hazards and other possible dangers (such as walls or ceilings in danger of falling), since these items are important for the safety of your entire apartment. You should also look for other possible dangers such as large holes in the walls, floors, or ceilings, and unsafe stairways. Make sure to look for these things in all other rooms not lived in.

You should also think about:

- What you would like to do with the other rooms. Can you use them the way you want to?
- The type of locks on windows and doors. Are they safe and secure? Have windows that you might like to open been nailed shut?
- The condition of the windows. Are there small cracks in the panes?
- The amount of weatherization windows.
 - Are there storm windows?
 - Is there weather-stripping? If you pay your own utilities, this may be important.
- The location of electric outlets and light fixtures.
- The condition of the paint and wallpaper. Are they worn, faded, or dirty?
- The condition of the floors. Are they scratched and worn?

Building Exterior, Plumbing, and Heating

The Building must have:

Roof - A roof in good condition that does not leak, with gutters and downspouts, if present, in good condition and securely attached to the building.

- Evidence of leaks can usually be seen from stains on the ceiling inside the building.

Outside Handrails - Secure handrails on any extended length of stairs (e.g. generally four or more steps) and any porches, balconies, or decks that are 30 inches or more above the ground.

Walls - Exterior walls that are in good condition, with no large holes or cracks that would let a great amount of air get inside.

Foundation - A foundation in good condition that has no serious leaks.

Water Supply - A plumbing system that is served by an approvable public or private water supply system. Ask the manager or owner.

Sewage - A plumbing system that is connected to an approvable public or private sewage disposal system. Ask the manager or owner.

Chimneys - No serious leaning or defects (such as big cracks or many missing bricks) in any chimneys.

Paint - No cracking, peeling, or chipping paint if you have children under the age of seven and the house or apartment was built before 1978.

- This includes exterior walls, stairs, decks, porches, railings, windows, and doors.

Cooling - Some windows that open, or some working ventilation or cooling equipment that can provide air circulation during warm months.

Plumbing - Pipes that are in good condition, with no leaks and no serious rust that causes the water to be discolored.

Water Heater - A water heater located, equipped, and installed in a safe manner. Ask the manager.

Heat - Enough heating equipment so that the unit can be made comfortably warm during cold months.

Not acceptable are space heaters (or room heaters) that burn oil or gas and are not vented to a chimney. Space heaters that are vented may be acceptable if they can provide enough heat.

You should also think about:

- How well maintained is the apartment.
- The type of heating equipment
 - Will it be able to supply enough heat for you in the winter, to all rooms used for living?
- The amount and type of weatherization and its effect on utility costs.
- Is there insulation? Are there storm windows? Is there weather-stripping around the windows and doors?
- Air circulation or type of cooling equipment. Will the unit be cool enough for you in the summer?

Health and Safety

The Building and Site must have: Smoke Detectors

At least one working smoke detector on each level of the unit, including the basement. If any member of your family is hearing-impaired, the smoke detector must have an alarm designed for hearing-impaired persons.

Fire Exits - The building must provide an alternate means of exit in case of fire (such as fire stairs or exit through windows, with the use of a ladder if windows are above the second floor).

Elevators - Make sure the elevators are safe and work properly.

Entrance - An entrance from the outside or from a public hall, so that it is not necessary to go through anyone else's private apartment to get into the unit.

Neighborhood - No dangerous places, spaces, or things in the neighborhood such as:

- Nearby buildings that are falling down
- Unprotected cliffs or quarries
- Fire hazards
- Evidence of flooding

Garbage - No large piles of trash and garbage inside or outside the unit, or in common areas such as hallways. There must be a space to store garbage (until pickup) that is covered tightly so that rats and other animals cannot get into it. Trash should be picked up regularly.

Lights - Lights that work in all common hallways and interior stairs.

Stairs and Hallways - Interior stairs with railings, and common hallways that are safe and in good condition. Minimal cracking, peeling or chipping in these areas.

Pollution - No serious air pollution, such as exhaust fumes or sewer gas.

Rodents and Vermin - No sign of rats or large numbers of mice or vermin (like roaches).

For Manufactured Homes: Tie Downs - Manufactured homes must be placed on the site in a stable manner and be free from hazards such as sliding or wind damage.

You should also think about:

- The type of fire exit. Is it suitable for your family?
- How safe the house or apartment is for your family?
- The presence of screens and storm windows.
- Services in the neighborhood.
 - Are there stores nearby? Are there schools nearby? Are there hospitals nearby?
Is there transportation nearby?
- Are there job opportunities nearby?
- Will the cost of household utilities be affordable and is the unit energy-efficient?

Be sure to read the lead-based paint brochure given to you by the PHA or owner, especially if the housing or apartment is older (built before 1978).

HOUSING QUALITY STANDARDS INSPECTION

INSPECTION FORM: SECTION 8 EXISTING HOUSING

CONTROL # _____ Rent \$ _____

A. GENERAL INFORMATION: Requested by: _____ No. BR's 1 2 3 4 5
 Type Inspection: Special Re-exam LIP Initial LIP* Initial M/I* Re-exam M/I* Lease Amend.
 *Also complete move-in inspection on back page.
 Type Housing: Single Family Duplex/2F 4-Plex Apartment Mobile Home Row House or Town House
 Unit older 1978: Yes ___ No ___ Child under 7: Yes ___ No ___ (If both yes, check paint)

Tenant _____ # Adults (____) Owner _____
 Address _____ Address _____
 City _____ Zip _____ City _____ Zip _____
 Phone # _____ Work # _____ Phone # _____ Work # _____
 Date of Request _____ Lease Date _____

B. CHECK LIST:				L O C A T I O N					P — PASS F — FAIL I — INCONCLUSIVE
1. LIVING ROOM									
4. OTHER ROOMS ROOM CODES 1 - Bedroom 2 - Dining Room 3 - Second Living Room 4 - Hall/Corridors 5 - Other									
4.1 Room code									
1.1 Living room present	P	F	I						
4.2 Electricity									
1.2 Electricity									
4.3 Electrical hazards									
1.3 Electrical hazards									
4.4 Security									
1.4 Security									
4.5 Window condition									
1.5 Window condition									
4.6 Ceiling condition									
1.6 Ceiling condition									
4.7 Wall condition									
1.7 Wall condition									
4.8 Floor condition									
1.8 Floor condition									
4.9 Lead paint									
1.9 Lead paint									
2. KITCHEN									
5. SECONDARY ROOMS									
5.1 None (go to pt. 6)									
2.1 Kitchen area present									
5.2 Security									
2.2 Electricity									
5.3 Electrical hazards									
2.3 Electrical hazards									
5.4 Other hazards									
2.4 Security									
6. BUILDING EXTERIOR									
6.1 Foundation condition									
2.5 Window condition									
6.2 Stairs/Halls/Porches									
2.6 Ceiling condition									
6.3 Roof/Gutters									
2.7 Wall condition									
6.4 Exterior surfaces									
2.8 Floor condition									
6.5 Chimney									
2.9 Lead paint									
6.6 Lead paint exterior surfaces									
2.10 A - Stove/Range/Oven B - Microwave									
6.7 Tie downs N/A ()									
2.11 Refrigerator									
EXPLANATION OF "FAIL" RATING OR COMMENTS									
2.12 Sink									
2.13 Food storage/preparation									
3. BATHROOM	No.	1	2	3					
3.1 Bathroom present									
3.2 Electricity									
3.3 Electrical hazards									
3.4 Security									
3.5 Window condition									
3.6 Ceiling condition									
3.7 Wall condition									
3.8 Floor condition									
3.9 Lead paint									
3.10 Flush toilet									
3.11 Wash basin									
3.12 Tub/Shower									
3.13 Ventilation									
MAINTENANCE ITEMS:									

HRA INSPECTOR: _____ Inspection Date: _____
 Pass Date: _____

CALL _____ WHEN REPAIRS DONE

HAP CONTRACT BETWEEN OWNER/MANAGER AND CDA:

Owners or managers of a unit under a HAP contract have the following obligations:

- The owner/manager may not live in the unit with the household or use any of the unit for storage.
- May not be a relative of the household. If the household has a disability and you are a relative of the household and the unit you own provides the household with accommodations related to the disability and not available from other owner/managers, please have the household contact the CDA to request a reasonable accommodation.
- The lease must comply with state and local law.
- The term of the initial lease must be for at least one year. The CDA may approve a shorter term under the following conditions:
 - A shorter term improves housing opportunity for the household
 - Shorter terms are the prevailing market practice
- Household are recertified yearly. Owners/Managers will receive a Reexamination Information letter and Notice of Inspection 3 months prior to the recertification date. After the first inspection at move-in, inspections are conducted biennially. If the owner/manager is raising the rent, the CDA must receive a 60-day written notice prior to the effective date.
 - The CDA will allow one rent increase every twelve months. The rent increase must be considered reasonable for the type of unit, the area and the unit's amenities. If the rent increase is not considered reasonable, the CDA cannot approve the increase.
- After the initial lease term, if you want to change something in the lease, you have a right to do so. However, the changes must conform to Housing Assistance Program rules. Any changes to the lease must be done in writing and be signed by both the owner/manager and the household. This agreement must be submitted to the CDA for approval at least 60 days prior to the effective date.
- The HAP contract and inspection are for a specific unit. If you transfer a household to a different unit, you will need to supply a new lease, a new HAP contract must be signed, and a new inspection must be performed. The CDA needs a 60 day advance written notice of any unit transfer. If there is an emergency and you are transferring the household because of it (fire, flood, non-working appliances, etc...) you must notify the CDA within 5 days of the transfer. Rental assistance can only be paid for units that are under HAP contract and have passed inspection.
- The lease and the HAP contract specifically state who is living in the unit. By signing the HAP contract, the owner/manager certifies that these are the people who are living in the unit. If you suspect that more, less or different people are living in the unit than what you have listed on your lease or those that appear on the HAP contract, contact the CDA to report this situation.
- The owner/manager must not be involved in illegal drug or violent criminal activity.
- The owner/manager must not commit fraud, bribery or any other corrupt or criminal act involving the

Informing the CDA about problems with the tenancy is the owner/manager's responsibility. Do not assume the household will tell the CDA about changes or problems that are occurring.

rental assistance program.

- The owner/manager must fulfill obligations under the HAP contract, including maintaining the unit to housing quality standards at all times.
- The owner/manager may not violate the terms of the HAP contract.
- The owner/manager may terminate tenancy during the term of the lease only for:
 - Serious or repeated violations of the lease
 - Violations of federal, state or local law that impose obligations on the household in connection with the use or occupancy of the unit or premises
 - Other good cause, such as:
 - Failure to accept a new or revised lease
 - History of disturbance of neighbors, destruction of property
 - Living or housekeeping habits resulting in damage
 - The desire to use the unit for personal or family use
 - Business or economic reasons, such as sale or renovation

OWNER/MANAGER DUTIES UNDER MINNESOTA LAW:
(Minnesota Attorney General's Handbook for Owner/managers and Renters)

- They must provide all the services and keep all the agreements stated in the lease.
- They must keep the apartment in reasonable repair and keep it up to the housing and building codes. They must keep it in a condition fit for the use intended.
- They must not unreasonably disturb the household's use of the apartment.
- Unless there is an agreement made that the owner/manager has the right to enter the property to inspect it or for some other reason, the owner/manager has NO RIGHT to enter the unit without the household's permission. (The only exception is in an emergency, such as a fire or an overflowing bathtub.) The lease should state when the owner/manager will enter the unit and with what notice.
- The owner/manager may evict a household only by going to court; not by locking out the household, shutting off heat or lights or removing the doors.

EVICCTIONS:

The owner/manager must notify the CDA in writing of any eviction proceedings brought against the household.

- The only way an owner/manager can legally evict a household is to go to court for an eviction order. Owner/managers may file an unlawful detainer in county court to have the household evicted from the unit if the household has violated the lease with an unlawful detainer action. The owner/manager must prove their charges in court, and the household must have a chance to present their side of the story.
- Telling a household to move is called a vacate notice. The household may decide not to move; to recover the unit the owner/manager will need to file an unlawful detainer in court. The court will then decide whether the lease has been violated and determine if the household must move. If the

household still does not vacate the unit, a Writ of Restitution is filed authorizing the US Marshalls to schedule an eviction of the household.

- The owner/manager cannot lock a household out, turn off the utilities, or physically remove the household from the unit. If they do, it is a criminal offense and the household would have a legal claim against them for damages.
- The owner/manager cannot evict the household for discriminatory reasons (such as race, sex, marital status, religion, receipt of welfare, or because the household has children). The owner/manager also cannot evict the household in order to get back at the household for making repair complaints or for trying to enforce the household's legal rights. (This is called "retaliatory eviction").

SIDE PAYMENT/FRAUD NOTICE:

The federal Department of Housing and Urban Development (HUD) and the State of Minnesota provides the money for the various rental assistance programs. Funders are concerned about fraud in the Housing Assistance Programs. Following these simple rules will allow the owner/manager to participate in the programs and help them run fairly and honestly. The violation of the HAP contract could result in allegations of fraud and charges of a federal crime.

- The total rent payment to the owner/manager **must not** be more than the amount stated on the lease and the HAP contract. Only one lease is allowed. The CDA determines what portion of this total rent the household is responsible to pay. If the household pays any money in addition to this payment, the CDA must have approved of this payment in writing. If the arrangement between the household and the owner/manager has not been approved by the CDA, it is fraud and could result in criminal charges.
- If the household has vacated the unit or the household has died and you still receive a rent payment on the first of the month following the event, please contact the CDA. It is considered fraud to accept rent payments for a household that is not occupying the unit.

If you know of any cases of fraud by owner/managers, other families, or CDA employees, or if you have any questions on this subject, please call or write your CDA Housing Assistance Specialist at 7645 Currell Blvd., Woodbury, MN 55125, 651-458-0936.

WHEN THE HOUSEHOLD MOVES OUT:

To retain a voucher, the household must be in good standing with the Washington County CDA and the owner/manager when it comes time to move. The household must be current in rent and utilities when the household decides to vacate and give proper notice. If the household is not in good standing the owner/manager must contact the CDA prior to the household moving out.

- The lease must state the notice period the household must give in order to vacate the unit. If you do not have a written agreement and have a periodic tenancy, the notice period is usually a rental-period-plus-one-day's written notice of moving (usually one-month-plus one-day). The household must give the CDA a written 60-day notice of the intent to vacate.
- When the household intends to vacate the unit, the owner/manager may decide to do a pre-move-out inspection. If the unit has been damaged beyond normal wear and tear, the owner/manager may

wish to contact the CDA with photographic proof of its condition.

NON-DISCRIMINATION AND REASONABLE ACCOMMODATIONS:

- All owners/managers are subject to federal and local laws prohibiting discrimination in housing because a household has children or because of the household's sex, age, ethnicity, race, color, family status or disability.
- Violations of fair housing and nondiscrimination laws will result in denial or termination of participation in rental assistance programs and could result in civil penalties.
- It is in the owner/manager's best interest to use the same methods of screening and selection for all renters and keep all relevant documentation.
- An owner/manager cannot discriminate against a person with disabilities. Owner/managers have an obligation to make a reasonable modification to a rental unit for a person with disabilities at the household's expense. Such modifications are required in the private rental market by the Fair Housing Act.

SELLING THE PROPERTY

The owner/manager must notify the CDA if the assisted unit has been sold within 5 days of the sale. The CDA will send out the necessary paperwork to the old owner.

PROTECTING HOUSEHOLDS AT FORECLOSURE ACT (PTFA):

Families receiving rental assistance are entitled to certain protections set forth under the Protecting Households at Foreclosure Act (PTFA). Specifically, the HAP contract contains language stating that in the case of any foreclosure, the immediate successor in interest in the property pursuant to the foreclosure will assume such interest subject to the lease between the prior owner and the household, and to the HAP contract between the prior owner and the PHA for the occupied unit. This provision of the HAP contract does not affect any state or local law that provides longer time periods or other additional protections for households.

If the CDA learns that a property is in foreclosure, it must take the following actions:

- Make all reasonable efforts to determine the status of the foreclosure and ownership of the property.
- Continue to make payments to the original owner until ownership legally transfers in accordance with the HAP contract. In order to keep receiving the rent due under the HAP contract the unit must continue to meet inspection guidelines.
- Attempt to obtain a written acknowledgement of the assignment of the HAP contract from the successor in interest. The written agreement will include a request for owner information, such as a tax identification number, and payment instructions from the new owner. Even if the new owner does not acknowledge the assignment of the HAP contract in writing, the assignment is still effective by operation of law.
- Inform the household that they must continue to pay rent in accordance with the lease, and if the successor in interest refuses to accept payment or cannot be identified, the household should pay rent into escrow. Failure to pay rent may constitute an independent ground for eviction.

- Inform the household in the event that the CDA is unable to make HAP payments to the successor in interest due an action or inaction by the successor that prevents such payments (e.g., rejection of payments or failure to maintain the property according to HQS), or due to an inability to identify the successor. The CDA will refer the household, as needed, to the local legal aid office in order to ensure adequate protection of the household's rights and enforcement of the successor in interest's performance under the HAP contract.
- Make reasonable inquiries to determine whether the unit, in addition to having a household receiving HCV assistance, will be or has been assisted under the Neighborhood Stabilization Program (NSP).

Household Rights Under Foreclosure:

Under the Protecting Households at Foreclosure Act (PFTA) there are several protections for households whose owner/manager loses the property through foreclosure:

- The new owner becomes the new owner/manager.
- All bona fide leases and tenancies entered into before the date on which complete title is transferred to the new owner must be honored.
- If the new owner wants to evict the household, the household must be given at least a 90-day notice to vacate. If the lease has more than 90 days left in the term, then the household can stay until the end of the lease and until the household receives a notice of at least 90 days which can be before the end of the lease. (The only exception to this is a new owner who wants to live in the unit as the owner's primary residence does not have to wait for the lease to end and only has to give a 90-day notice.

If the new owner gives the household a notice of less than 90 days or a notice that would terminate the lease before its end, the household should:

- Send the new owner a letter by certified mail, return receipt requested, at the new owner's address telling them that they must give the household at least a 90-day notice to vacate. This letter must be sent before the vacate date.
- The household must pay the rent. If the household does not pay the rent, the new owner could file an unlawful detainer against the household and the courts may evict the household.

There are some limits on the households that can be protected under PFTA:

- The former owner of the property and the former owner's spouse, children or parents are not protected
- The rent paid by the household cannot be substantially less than that paid for similar properties in the area, unless the rent is reduced because of a federal or state subsidy
- The lease must be an arm's length transaction which means that the rental terms are outside the ordinary such as long contracts, pre-paid rent, etc. may be subject to additional scrutiny.

Housing Assistance and Foreclosure

Under the Housing Assistance Program, the household has the right to remain in the unit and the new owner must accept the Housing Assistance Payment if the owner intends to use the unit for rental.

HOUSEHOLD OBLIGATIONS UNDER THE RENTAL ASSISTANCE PROGRAMS:

Households that participate in a housing assistance program are required to comply with the “Family Obligations” established by the CDA. Failure to comply may result in termination of rental assistance and the HAP contract. If the household remains in the unit after the HAP contract is terminated, the household is responsible for paying the entire rent.

Households must also comply with the following:

- The household must comply with the terms of the lease. Serious and persistent failure to comply with the lease may result in termination of the household’s rental assistance. The household must pay the portion of the rent determined by the CDA.
- The household must provide true and complete information to the CDA.
- The household may not damage the unit beyond normal wear and tear. Repeated or excessive damages will be considered a serious or repeated violation of the lease. Ordinary wear and tear are deterioration that occurs without negligence, carelessness or abuse of premises, equipment, furnishings or appliances by the household, a member of household or other persons on the premises with household’s consent.
- The household must be in good standing with the CDA and the owner/manager when it comes time to move. The household must provide a written 60-day notice of vacate to the CDA. The household must be current in rent and utilities when the household decides to vacate a unit. If the household is not in good standing, the owner/manager must contact the CDA prior to the household moving out.
- The household must notify, in writing, both the owner/manager and the CDA when anyone moves in or out of the unit. The people who are on the lease and the HAP contract are the only people allowed to live in the unit. If you suspect that the household has additional persons living in the unit, please contact the CDA.
- The household may not sublease, sublet the unit, transfer or assign the lease to other individuals.
- The household must live in the unit. The household must notify the CDA in writing if they intend to be away from the unit.
- The household must not own or have any ownership interest in the unit.
- The household may not commit fraud, bribery or any other corrupt or criminal act in connection with the rental assistance program.
- The household may not engage in either illegal drug related or violent criminal activity.

HOUSEHOLD DUTIES UNDER MINNESOTA LAW:

(Minnesota Attorney General’s Handbook for Owner/managers and Renters)

- The household must pay the rent in the amount and at the time agreed upon.
- The household must not cause damage to the apartment other than ordinary wear and tear.
- The household must act in ways that do not unreasonably disturb other households in the building.
- The household must obey the rules and agreements made in the lease, which are legal.

Washington County Community Development Agency

Notice of Occupancy Rights under the Violence Against Women Act (VAWA¹)

to all Tenants and Applicants

The Violence Against Women Act (VAWA) provides protections for victims of domestic violence, dating violence, sexual assault, or stalking. VAWA Protections are not only available to women, but are equally available to all individuals regardless of sex, gender identity, or sexual orientation². The U.S. Department of Housing and Urban Development (HUD) is the Federal agency that oversees the Housing Choice Voucher (HCV) program and directs compliance with VAWA. This notice explains your rights under VAWA. A HUD-approved certification form is attached to this notice. You can fill out this form to show that you are or have been a victim of domestic violence, dating violence, sexual assault, or stalking, and that you wish to use your rights under VAWA.

PROTECTIONS FOR APPLICANTS

If you otherwise qualify for assistance under the HCV program, you cannot be denied admission or denied assistance because you are or have been a victim of domestic violence, dating violence, sexual assault, or stalking.

PROTECTIONS FOR TENANTS

If you are receiving assistance under the HCV program, you may not be denied assistance, terminated from the participation, or be evicted from your rental housing because you are or have been a victim of domestic violence, dating violence, sexual assault, or stalking.

Also, if you or an affiliated individual of yours is or has been the victim of domestic violence, dating violence, sexual assault, or stalking by a member of your household or any guest, you may not be denied rental assistance or occupancy rights under the HCV program solely on the basis of criminal activity directly relating to that domestic violence, dating violence, sexual assault, or stalking.

Affiliated individual means your spouse, parent, brother, sister, or child, or a person to whom you stand in the place of a parent or guardian (for example, the affiliated individual is in your care, custody, or control); or any individual or tenant or lawful occupant living in your household.

REMOVING THE ABUSER OR PERPETRATOR FROM THE HOUSEHOLD

Your landlord may divide (bifurcate) your lease in order to evict the individual. The Washington County Community Development Agency (CDA) may terminate the assistance of the individual who has engaged in criminal activity (the abuser or perpetrator) directly relating to domestic violence, dating violence, sexual assault, or stalking.

If the landlord chooses to remove the abuser or perpetrator, the landlord may not take away the rights of eligible tenants to the unit or otherwise punish the remaining tenants. If the evicted abuser or perpetrator was the sole tenant to have established eligibility for assistance under the rental assistance program, the CDA must continue to assist the tenant who is or has been a victim and other household members to remain in the unit for a period of time, in order to establish eligibility under the program or under another HUD housing program covered by VAWA, or find alternative housing.

¹ Despite the name of this law, VAWA protections is available regardless of sex, gender identity, or sexual orientation.

² Housing providers cannot discriminate on the basis of any protected characteristic, including race, color, national origin, religion, sex, familial status, disability, or age. HUD-assisted and HUD-insured housing must be made available to all otherwise eligible individuals regardless of perceived sexual orientation, gender identity, or marital status.

In removing the abuser or perpetrator from the household, the landlord and CDA must follow Federal, State, and local eviction procedures. In order to divide the lease, the landlord and the CDA may, but is not required to, ask you for documentation or certification of the incidences of domestic violence, dating violence, sexual assault, or stalking.

MOVING TO ANOTHER UNIT

Upon your request, the CDA may permit you to move to another unit and still keep your assistance. In order to approve a request, the CDA may ask you to provide documentation that you are requesting to move because of an incidence of domestic violence, dating violence, sexual assault, or stalking. If the request is a request for an emergency transfer, the CDA may ask you to submit a written request or fill out a form where you certify that you meet the criteria for emergency move under VAWA. The criteria are:

1. **You are a victim of domestic violence, dating violence, sexual assault, or stalking.** If the CDA does not already have documentation that you are a victim of domestic violence, dating violence, sexual assault, or stalking, the CDA may ask you for such documentation, as described in the documentation section below.
2. **You expressly request the emergency move.** The CDA will require that you submit a written request for an emergency transfer at the time that you submit documentation of that you are a victim of domestic violence, dating violence, sexual assault, or stalking.
3. **You reasonably believe you are threatened with imminent harm from further violence if you remain in your current unit.** This means you have a reason to fear that if you do not move you would suffer violence in the very near future.

OR

You are a victim of sexual assault and the assault occurred on the premises during the 90-calendar day period prior to your written request to move.

If you are a victim of sexual assault, then in addition to qualifying for an emergency move because you reasonably believe you are threatened with imminent harm from further violence if you remain in your unit, you may qualify for an emergency move if the sexual assault occurred on the premises of the property from which you are seeking you move, and that assault happened within the 90 calendar day period before you submitted your written request to move.

The CDA will keep confidential requests for emergency move by victims of domestic violence, dating violence, sexual assault, or stalking and the location of any move by such victims and their families.

The tenant remains responsible to notify the landlord of the intent to move and to invoke VAWA protections with the landlord.

The CDA's emergency transfer plan provides further information on emergency moves, and the CDA must make a copy of its emergency move plan available to you if you ask to see it.

DOCUMENTING YOU ARE OR HAVE BEEN A VICTIM OF DOMESTIC VIOLENCE, DATING VIOLENCE, SEXUAL ASSAULT OR STALKING

The CDA will ask you to provide documentation to "certify" that you are or have been a victim of domestic violence, sexual assault, or stalking. The CDA must make the request in writing and the CDA must give you at least 14 business days from the date of the written request to provide the documentation. The CDA may, but is not required to, extend the deadline for the submission of documentation upon your written request. You can provide one of the following to the CDA as documentation. It is your choice which of the following to submit to the CDA:

- A completed HUD-approved certification form given to you by the CDA with this notice, that documents and incident of domestic violence, dating violence, sexual assault, or stalking. The form will ask for your name, the date, time, and location of the incident of domestic violence, dating violence, sexual assault, or stalking,

and a description of the incident. The certification form provides for including the name of the abuser or perpetrator if the name of the abuser or perpetrator is known and is safe to provide.

- A record of a Federal, State, tribal, territorial, or local law enforcement agency, court, or administrative agency that documents the incident of domestic violence, dating violence, sexual assault, or stalking. Examples of such records include police reports, protective orders, and restraining orders, among others.
- Any statement, which you must sign, along with the signature of an employee, agent, or volunteer of a victim service provider, an attorney, a medical professional or a mental health professional (collectively, “professional”) from whom you sought assistance in addressing domestic violence, dating violence, sexual assault, or stalking, or the effects of abuse, and with the professional selected by you attesting under penalty of perjury that he or she believes that the incident or incidents of domestic violence, dating violence, sexual assault, or stalking are grounds for protection
- Any other statement or evidence that the CDA has agreed to accept.

If you fail or refuse to provide one of these documents within the 14 business days, the CDA does not have to provide you with the protections contained in this notice.

If the CDA receives conflicting evidence that an incident of domestic violence, dating violence, sexual assault, or stalking has been committed (such as certifications forms from two or more members of a household each claiming to be a victim and naming one or more to the other petitioning household members as the abuser or perpetrator), the CDA has the right to request that you provide third-party documentation within thirty (30) calendar days in order to resolve the conflict. If you fail or refuse to provide third-party documentation where there is conflicting evidence, the CDA does not have to provide you with the protections contained in this notice.

CONFIDENTIALITY

The CDA must keep confidential any information you provide related to the exercise of your rights under VAWA, including the fact that you are exercising your rights under VAWA.

The CDA must not allow any individual administering assistance or other services on behalf of the CDA (for example, employees and contractors) to have access to confidential information unless for reasons that specifically call for these individuals to have access to this information under applicable Federal, State, or local law.

The CDA must not enter your information into any shared database or disclose your information to any other entity or individual. The CDA, however, may disclose the information provided if:

- You give written permission to the CDA to release the information on a time limited basis.
- The CDA needs to use the information in a termination proceeding, such as to terminate your abuser or perpetrator from assistance.
- A law requires the CDA or your landlord to release the information

VAWA does not limit the CDA’s duty to honor court orders about access to or control of the property. This includes orders issued to protect a victim and orders dividing property among household members in cases where a family breaks up.

REASONS A TENANT ELIGIBLE FOR OCCUPANCY RIGHTS UNDER VAWA MAY BE EVICTED OR ASSISTANCE MAY BE TERMINATED

You can be evicted and your assistance can be terminated for serious or repeated lease violations that are not related to domestic violence, dating violence, sexual assault, or stalking committed against you. However, the CDA and/or the landlord cannot hold tenants who have been victims of domestic violence, dating violence, sexual assault, or stalking to a more demanding set of rules than those applied to tenants who have not been victims of domestic violence, dating violence, sexual assault, or stalking. The protections described in this notice might not apply and you could be evicted

and your assistance terminated, if the landlord or the CDA can demonstrate that not evicting you or terminating your assistance would present a real physical danger that:

1. Would occur within an immediate time frame, and
2. Could result in death or serious bodily harm to other tenants or those who work on the property.

If the CDA or landlord can demonstrate the above, the CDA or landlord should only terminate your assistance or evict you if there are no other actions that could be taken to reduce or eliminate the threat.

OTHER LAWS

VAWA does not replace any Federal, State, or local law that provides greater protection for victims of domestic violence, dating violence, sexual assault, or stalking. You may be entitled to additional housing protections for victims of domestic violence, dating violence, sexual assault, or stalking under other Federal laws, as well as under State and local laws.

NON-COMPLIANCE WITH THE REQUIREMENTS OF THIS NOTICE

You may report a housing provider's violations of these rights and seek additional assistance, if needed, by contacting or filing a complaint with the Minneapolis HUD Field Office at 612-370-3000.

FOR ADDITIONAL INFORMATION

You may view a copy of HUD's final VAWA rule at: <https://www.gpo.gov/fdsys/pkg/FR-20176-11-16/pdf/2016-25888.pdf>.

Additionally, the CDA must make a copy of HUD's VAWA regulations available to you if you ask to see them.

For questions regarding VAWA, please contact Minneapolis HUD Field Office at 612-370-3000.

For help regarding an abusive relationship, you may call the National Domestic Violence Hotline at 1-800-799-7233 or, for persons with hearing impairments, 1-800-787-3224 (TTY). You may also contact the MN Domestic Violence Hot Line at 1-866-223-1111.

For tenants who are or have been victims of stalking, you may contact the National Center for Victims of Crimes Stalking Resource Center at <https://www.victimsofcrime.org/our-programs/stalking-resource-center>.

For help regarding sexual assault, you may contact Canvas Health at 651-777-1177.

Victims of stalking may contact MN Domestic Violence Hot Line at 866-223-1111.

**CERTIFICATION OF
DOMESTIC VIOLENCE,
DATING VIOLENCE,
SEXUAL ASSAULT, OR STALKING,
AND ALTERNATE DOCUMENTATION**

**U.S. Department of Housing
and Urban Development**

OMB Approval No. 2577-0286
Exp. 06/30/2017

Purpose of Form: The Violence Against Women Act (“VAWA”) protects applicants, tenants, and program participants in certain HUD programs from being evicted, denied housing assistance, or terminated from housing assistance based on acts of domestic violence, dating violence, sexual assault, or stalking against them. Despite the name of this law, VAWA protection is available to victims of domestic violence, dating violence, sexual assault, and stalking, regardless of sex, gender identity, or sexual orientation.

Use of This Optional Form: If you are seeking VAWA protections from your housing provider, your housing provider may give you a written request that asks you to submit documentation about the incident or incidents of domestic violence, dating violence, sexual assault, or stalking.

In response to this request, you or someone on your behalf may complete this optional form and submit it to your housing provider, or you may submit one of the following types of third-party documentation:

- (1) A document signed by you and an employee, agent, or volunteer of a victim service provider, an attorney, or medical professional, or a mental health professional (collectively, “professional”) from whom you have sought assistance relating to domestic violence, dating violence, sexual assault, or stalking, or the effects of abuse. The document must specify, under penalty of perjury, that the professional believes the incident or incidents of domestic violence, dating violence, sexual assault, or stalking occurred and meet the definition of “domestic violence,” “dating violence,” “sexual assault,” or “stalking” in HUD’s regulations at 24 CFR 5.2003.
- (2) A record of a Federal, State, tribal, territorial or local law enforcement agency, court, or administrative agency; or
- (3) At the discretion of the housing provider, a statement or other evidence provided by the applicant or tenant.

Submission of Documentation: The time period to submit documentation is 14 business days from the date that you receive a written request from your housing provider asking that you provide documentation of the occurrence of domestic violence, dating violence, sexual assault, or stalking. Your housing provider may, but is not required to, extend the time period to submit the documentation, if you request an extension of the time period. If the requested information is not received within 14 business days of when you received the request for the documentation, or any extension of the date provided by your housing provider, your housing provider does not need to grant you any of the VAWA protections. Distribution or issuance of this form does not serve as a written request for certification.

Confidentiality: All information provided to your housing provider concerning the incident(s) of domestic violence, dating violence, sexual assault, or stalking shall be kept confidential and such details shall not be entered into any shared database. Employees of your housing provider are not to have access to these details unless to grant or deny VAWA protections to you, and such employees may not disclose this information to any other entity or individual, except to the extent that disclosure is: (i) consented to by you in writing in a time-limited release; (ii) required for use in an eviction proceeding or hearing regarding termination of assistance; or (iii) otherwise required by applicable law.

**TO BE COMPLETED BY OR ON BEHALF OF THE VICTIM OF DOMESTIC VIOLENCE,
DATING VIOLENCE, SEXUAL ASSAULT, OR STALKING**

1. Date the written request is received by victim: _____

2. Name of victim: _____

3. Your name (if different from victim's): _____

4. Name(s) of other family member(s) listed on the lease: _____

5. Residence of victim: _____

6. Name of the accused perpetrator (if known and can be safely disclosed): _____

7. Relationship of the accused perpetrator to the victim (if any): _____

8. Date(s) and times(s) of incident(s) (if known): _____

10. Location of incident(s): _____

In your own words, briefly describe the incident(s):

This is to certify that the information provided on this form is true and correct to the best of my knowledge and recollection, and that the individual named above in Item 2 is or has been a victim of domestic violence, dating violence, sexual assault, or stalking. I acknowledge that submission of false information could jeopardize program eligibility and could be the basis for denial of admission, termination of assistance, or eviction.

Signature _____ Signed on (Date) _____

Public Reporting Burden: The public reporting burden for this collection of information is estimated to average 1 hour per response. This includes the time for collecting, reviewing, and reporting the data. The information provided is to be used by the housing provider to request certification that the applicant or tenant is a victim of domestic violence, dating violence, sexual assault, or stalking. The information is subject to the confidentiality requirements of VAWA. This agency may not collect this information, and you are not required to complete this form, unless it displays a currently valid Office of Management and Budget control number.

Washington County CDA
7645 Currell Blvd.
Woodbury, MN 55125

CERTIFICATION OF DOMESTIC VIOLENCE, DATING VIOLENCE, SEXUAL ASSAULT OR STALKING

Date delivered to resident _____.

This form is a written request for documentation of domestic violence, dating violence, sexual assault or stalking. This form must be completed and returned by _____, (enter date, at least 14 business days after receipt by resident). If for some reason the resident cannot complete this form by this date, the resident should contact _____ at _____.

TO BE COMPLETED BY RESIDENT:

Name of the victim of domestic violence, dating violence, sexual assault or stalking: _____

Name(s) of residents listed on lease (if not the victim): _____

Name of the perpetrator of the violence*: _____

*The victim is required to provide the name of perpetrator only if the name of the perpetrator is known and safe to provide.

Perpetrator's relation to victim: _____

Date(s) of Incident(s): _____

Location of Incident(s): _____

Certification of the violence, (please check one):

- Attached a copy of a police report, [temporary or permanent restraining order], or [other] police or court record relating to the violence (bracketed language is not in the statute); or
- Had the section on Page 2 completed by a professional who helped me address the violence.

I hereby certify under penalty of perjury that the foregoing is true and correct. I have also read and understand the statutory definitions (on Page 2) of domestic violence, dating violence, sexual assault and stalking and I believe that based on the information I have provided, that I am a victim of domestic violence, dating violence, sexual assault or stalking. I acknowledge that submission of false information is a basis for denial of admission, termination of assistance or eviction.

Signature: _____

Date: _____

By signing above I have been informed that this information will remain confidential. However, I will allow the information to be shared with another Housing Authority if necessary. I also understand this information may be used if necessary in an eviction proceeding, or disclosed if required by applicable law. This information may also be required to disclose to your landlord if necessary to legally terminate a lease in place.

TO BE COMPLETED BY VICTIM SERVICE PROVIDER, ATTORNEY OR MEDICAL PROFESSIONAL, ONLY IF VICTIM IS CERTIFYING THE VIOLENCE BY A STATEMENT:

This section may be completed by an employee, agent, or volunteer of a victim service provider, attorney, or medical professional from whom the victim has sought assistance in addressing the violence or its effects.

Name of individual completing this section: _____

What category best describes you? attorney medical provider victim service provider

Title: _____ Agency/Business Name: _____

Phone Contact Information: _____

Address: _____

I hereby certify under penalty of perjury that the foregoing is true and correct and I believe that the incident(s) described above are bona fide incidents of abuse.

Signature: _____

Date: _____

DEFINITIONS:

DOMESTIC VIOLENCE – The term ‘domestic violence’ includes felony or misdemeanor crimes of violence committed by a current or former spouse of the victim, by a person with whom the victim shares a child in common, by a person who is cohabitating with or has cohabitated with the victim as a spouse, by a person similarly situated to a spouse of the victim under the domestic or family violence laws of the jurisdiction receiving grant monies, or by any other person against an adult or youth victim who is protected from that person’s acts under the domestic or family violence laws of the jurisdiction.

DATING VIOLENCE – The term ‘dating violence’ means violence committed by a person -

- A. who is or has been in a social relationship of a romantic or intimate nature with the victim; and
- B. where the existence of such a relationship shall be determined based on a consideration of the following factors:
 - i. The length of the relation.
 - ii. The type of relationship.
 - iii. The frequency of interaction between the persons involved in the relationship.

STALKING – The term ‘stalking’ means –

- A. to follow, pursue, or repeatedly commit acts with the intent to kill, injure, harass, or intimidate another person; and
 - i. to place under surveillance with the intent to kill, injure, harass, or intimidate another person; and
- B. in the course of, or as a result of such following, pursuit, surveillance, or repeatedly committed acts, to place a person in reasonable fear of the death of, or serious bodily injury to, or to cause substantial emotional harm to –
 - i. that person;
 - ii. a member of the immediate family of that person; or
 - iii. the spouse or intimate partner of that person.

SEXUAL ASSAULT-The term ‘sexual assault’ means any type of sexual contact or behavior that occurs without the explicit consent of the recipient.

Falling under the definition of sexual assault are sexual activities as forced sexual intercourse, forcible sodomy, child molestation, incest, fondling, and attempted rape.



RESOURCES

Resources are available. If you have a tenant that is struggling, there are resources available to help. Included is the Washington County Family Resource guide and a list of area Food Shelves. Please share with your tenants as needed.

Washington County Food Shelves and Clothing Closets

FOREST LAKE

Family Pathways

651-464-2098

935 South Lake St, Forest Lake

Monday, Tuesday, Thursday, Friday, 9 to 5,

Wednesday, 9 to Noon

www.familypathways.org

Community Helping Hands

408 SW 15th Street, Forest Lake

651-464-0061

By Appointment Only

HUGO

Hugo Good Neighbors Food Shelf

651-528-6224

15106 Francesca Ave. N., Hugo,

Monday & Thursday, 4 -7 p.m.

Tuesday Noon – 3:00pm

Friday 9-12pm

Serving Residents in the 55038 zip code

www.hugofoodshelf.org

MAHTOMEDI

Mahtomedi Area Food Shelf

651-395-5350

St. Jude of the Lake Parish

700 Mahtomedi Ave, Mahtomedi

Tuesday & Thursday by appointment.

Serving the Mahtomedi School District,

City of Mahtomedi, Willernie, Lake Elmo

www.stjudeofthelake.org/Food-Shelf

NORTH ST PAUL

North St. Paul Area Food Shelf

651-770-1309

2266 2nd Street N

North St. Paul

SCANDIA

Scandia Marine Food Shelf–Elim Church

651-433-2723

14781 Olinda Trail, Scandia

Hours: by appointment

Boundaries: Scandia, Marine on St. Croix,

May Township area

www.elimscandia.org/food-shelf.html

ST PAUL PARK

Friends in Need

651-458-0730

535 4th Street, St. Paul Park

For better service call for an appointment.

Serving Cottage Grove, Newport, St. Paul Park and Grey

Cloud Island

www.finfood.org

STILLWATER

Valley Outreach

1911 Curve Crest Blvd. West, Stillwater

651-430-2739

Food Shelf, Clothing Closet, and Emergency Fund Assistance

Food Shopping Appointments: Monday, 9:30-12:30,

Tuesday, 1:30-6:30, Thursday 1:30-6:30

Friday, 9:30-12:30

www.valleyoutreachmn.org

WHITE BEAR LAKE

White Bear Food Shelf

651-407-5310

1884 Whitaker Street, White Bear Lake

Serving the White Bear Lake School District

www.whitebearfoodshelf.org

WOODBURY

Open Cupboard/Today's Harvest

651-233-1296

Open Cupboard

8264 4th Street North, Oakdale

www.opencupboard.org

Basic Needs, Resources, and Assistance

Updated March 21, 2025



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Abuse/Violence

Esperanza United

We work with the community, other service providers, and systems to ensure Latinas, their families, and our communities receive culturally relevant advocacy and quality, appropriate, and effective resources. Serves Latinas and Latin@ communities.

24 hour Bilingual Crisis Line: 651-772-1611 | Email: info@esperanzaunited.org |

esperanzaunited.org/en

OutFront Minnesota

OutFront provides crisis intervention services, confidential crisis counseling, and other advocacy services for LGBTQ+ victims/survivors of violence and harassment.

Anti-Violence Helpline: 800-800-0350 | Email: avp@outfront.org | www.outfront.org

Tubman Family Alliance

Provides comprehensive services to serve families and individuals across the Twin Cities. Tubman can help with crisis situations and shelter services. They also support clients through their long-term healing processes and help them overcome barriers through core services areas: shelter/housing, mental/chemical health, legal services, youth programs, and workshops/support groups.

24-hour Resource Line: 651-825-0000 | Washington County line: 651-768-0216 |

www.tubman.org

Women's Advocates

Women's Advocates provides shelter and services for up to 50 victim-survivors and their children daily, conducts crisis interventions and safety referrals via the 24/7 crisis line, and educates our community to stand with victim-survivors and end domestic violence.

24/7 Crisis & Resource Line: 651-277-8284 | Live Chat: www.wadvocates.org |

Email: resources@wadvocates.org | www.wadvocates.org

Women of Nations

Women of Nations provides supportive services, including crisis intervention, advocacy, and shelter for Native American and other battered women, their children, and when appropriate, other family members, as well as educate the public on domestic abuse issues. While Women of Nations is a Native American culturally focused organization, all are welcome at our shelter and to utilize our services.

Crisis Line: 651-251-1609 | Email: info@women-of-nations.org | women-of-nations.org

Chemical Dependency/Substance Use Disorder

Canvas Health

Canvas Health's counselors and treatment professionals are trained to provide intervention, support, and treatment to those struggling with alcohol or drug dependence. Contact Canvas Health for an appointment or referral.

Located in Cottage Grove, Forest Lake, Oakdale, and Stillwater.

651-777-5222 | Email: intake@canvashealth.org | www.canvashealth.org

FastTrackerMN.org

A dynamic behavioral health search tool that gives Minnesotans access to real time information and availability. It improves connections for individuals and collaboration for systems. Whether you're searching for yourself, a loved one, a patient, or looking for general information, this is your place to start!

fasttrackermn.org

Insight Recovery School (White Bear Lake Alternative Learning Center)

Providing a supportive learning environment for recovering teens that nurtures their mind, body, and spirit, and encourages healthy decision making. The Insight program is a school within a school which operates within the ALC building, partnering with ALC teaching staff.

651-773-6400 | alc.isd624.org/about

Minnesota Indian Women's Resource Center

The Minnesota Indian Women's Resource Center (MIWRC) works with clients and partners to deliver a comprehensive array of services and maintain an extensive referral network to fully meet the needs of the women and families we serve.

2300 15th Ave. S, Minneapolis | 612-728-2000 | www.miwrc.org

Minnesota Prevention Resource Center

Minnesota Prevention Resource Center (MPRC) is one provider within a system of support services for people and organizations to engage in addressing the root causes of substance misuse. Together, this system provides the information, in-person support, and data to be effective, save time, implement best practices, and grow substance misuse prevention in more Minnesota communities!

2395 University Ave. W, Suite 310, Saint Paul

651-646-3005 | Email: info@mnprc.org | www.mnprc.org

Minnesota Recovery Connection

Minnesota Recovery Connection is a Recovery Community Organization (RCO), led and governed by representatives of local communities of recovery. We honor all pathways to recovery and are not a treatment provider. Rather, we exist to fill gaps in systems of care, connecting people to support and services that help make long-term recovery from substance use disorder possible. We do this by providing peer-to-peer recovery support services, public education, and advocacy.

800 Transfer Road, Suite 31, Saint Paul

612-584-4158 | Email: info@minnesotarecovery.org | minnesotarecovery.org

Substance Use Disorder Services through Washington County

Contact Washington County about substance use disorder services and applying for services.

651-430-6561 | Email: CSASI@co.washington.mn.us |

www.washingtoncountymn.gov/Substance-Use-Disorder-Services

Substance Abuse and Mental Health Services Administration (SAMHSA)

The Substance Abuse and Mental Health Services Administration (SAMHSA) is the agency within the U.S. Department of Health and Human Services that leads public health efforts to advance the behavioral health of the nation. The goal is to make substance use and mental disorder information, services, and research more accessible.

877-726-4727 or TTY: 877-487-4889 | Email: SAMHSAInfo@samhsa.hhs.gov | www.samhsa.gov

Child Care

Child Care Assistance Program (CCAP) (Washington County)

CCAP assists families in paying for child care for children ages 12 and younger and children ages 13 and 14 who have special needs so that parents can work, attend school, or search for a job. A family's gross income helps determine eligibility. There may be a waiting list for basic sliding fee child care assistance.

Apply for CCAP: 651-430-6459 | Apply online: mnbenefits.mn.gov |

www.washingtoncountymn.gov/child-care-assistance

ChildCare.gov

There is a lot to learn when you have a young child — like how to choose and find safe child care, figure out what financial assistance and support programs may be able to help you, how you can support your child's growth and development, and more. It can be hard and take a lot of time to find all of this information on your own. ChildCare.gov pulls together the resources you need where you live — all in one place.

202-690-6782 | Email: ChildCare.gov@acf.hhs.gov | childcare.gov/state-resources/minnesota

Child Care Info Line through Parent Aware

Offering free tools and resources to help families find the quality child care and early education programs their children need to succeed in school and life. Child care providers can use the Program Update Tool to share their program information with families.

1-888-291-9811 | www.parentaware.org

Early Learning Scholarships through Anoka County Community Action Program (ACCAP)

An early learning scholarship can help you pay for high-quality child care and early education to help your child get ready for school. Scholarships are based on several factors and families must meet eligibility requirements.

1201 89th Ave. NE, Suite 3500, Blaine

763-783-4747 | Email: accap@accap.org | <https://accap.org/early-learning-scholarships>

Clothing

Basic Needs Thrift Shop

Families can shop for basic needs to find clothing, shoes, accessories, bedding, bath towels, toys, craft items, home improvement items, electronics, kitchen items, and more second-hand, gently used treasures! Basic Needs also provides multiple programs (clothing, food pantries, community garden, housing, and coordinated services).

6990 80th St., Suite 200, Cottage Grove

651-458-9786 | Email: info@basicneedsmn.org | <https://basicneedsmn.org>

Community Helping Hand

Since 1979, helping the residents of the Forest Lake School district who are falling on hard times through a thrift store, financial assistance, and emergency food shelf.

408 15th St. SW, Forest Lake

651-464-0061 | <https://communityhelpinghand.org>

Family Pathways Thrift Store

Transforming donated goods into opportunity, investment, and good environmental stewardship.

935 Lake St. S, Forest Lake

651-464-4713 | www.familypathways.org/thrift-stores/find-store

Goodwill Stores

Goodwill-Easter Seals Minnesota is a non-profit with stores in Cottage Grove, Forest Lake, Stillwater, and Woodbury. Find more information online.

www.goodwilleasterseals.org

Saint Andrew's Community Resource Center

Offering hope and support while providing basic needs (food, clothing, supplies) and supportive case management to assist families in crisis. Also have a family sheltering program, emergency rental assistance, employment resources, and recovery/support groups.

900 Stillwater Road, Mahtomedi

651-762-9124 | Email: office@saintandrews.org |

www.saintandrews.org/community-resource-center

Valley Outreach

Welcomes anyone who needs food, clothing, and support navigating resources. Food shelf offers shopping inside, drive-up and order curbside, or delivery. *By appointment only.*

Stillwater: 1901 Curve Crest Blvd. W.

651-430-2739 | Email: info@valleyoutreachmn.org | <https://valleyoutreachmn.org> |

[Schedule an appointment \(food/clothing\) online](#)

Counseling

Canvas Health

Helps children, adolescents, adults, and families find ways to heal as they cope with mental illness, substance use, unstable housing, trauma, and abuse.

Located in Cottage Grove, Forest Lake, Oakdale, and Stillwater.

651-777-5222 | Email: intake@canvashealth.org | www.canvashealth.org

Lakes Center for Youth & Families

Uses evidence-based approaches and therapy to treat a variety of conditions such as anxiety, depression, ADHD, and trauma-related disorders for children, adults, and family systems throughout Forest Lake and the surrounding communities.

651-464-3685 | www.lc4yf.org

Tubman (Also known as Tubman Chrysalis Center)

Tubman helps people of all ages, genders, and cultural backgrounds who have experienced relationship violence, sexual exploitation, homelessness, mental and chemical health challenges, and other trauma.

Intake: 612-870-2426 | 24-hour crisis and resource line: 612-825-0000 | www.tubman.org

Youth Service Bureau

Helps youth and families learn the skills they need to be more successful at home, in school, and throughout their community. For youth 5-18 years.

Cottage Grove: 651-458-5224 | Stillwater: 651-439-8800 | Woodbury: 651-735-9534 |

<https://ysb.net>

Disability Services

Access, Aging and Disability (Washington County)

Whether you are an adult, child or senior, the MnCHOICES assessment is a service provided by the county agency to assist individuals and their families in planning and choosing services. The client, family, and assessor can then discuss options regarding a care plan, taking into consideration all aspects of the client's unique situation and what is important to and for them. This is a free service.

651-430-6422 (Option 1: Intake | Option 2: Case Management) |

Email: CSAAD-Intake@washingtoncountymn.gov |

www.washingtoncountymn.gov/Disabilities

The ARC Minnesota

Promotes and protects the human rights of people with intellectual and developmental disabilities using information, assistance, education, and public policy leadership.

952-920-0855 | Toll-free: 833-450-1494 | Email: info@arcminnesota.org |

<https://arcminnesota.org>

Deaf, DeafBlind, and Hard of Hearing Services

Learn about hearing loss, get resources to fit your needs, get assistive technology and tools, and connect to mental health services.

Voice/your preferred relay service: 651-431-5945 or 800-657-3663 |

Videophone: 651-964-1514 | <https://mn.gov/deaf-hard-of-hearing>

Disability Hub MN (fka Disability Linkage Line)

A free, statewide resource network that helps you solve problems, navigate the system, and plan for your future.

1-866-333-2466 | <https://disabilityhubmn.org>

Disability Specialists

Strives to make the Social Security Disability application as simple and straightforward as possible. Call to request an intake interview or complete the online questionnaire.

1-800-642-6393 | Email: info@disabilityspecialists.net | www.disabilityspecialists.net

Metropolitan Center for Independent Living (MCIL)

Empowering Members of the disability community on a pathway to overcome barriers and discover access, choices, and the possibilities to realize their goals and aspirations.

651-646-8342 | Email: info@mcil-mn.org | <https://mcil-mn.org>

Emergency Services

Basic Needs

Basic Needs is a non-profit that provides multiple programs (clothing, food pantries and community garden, housing, and coordinated services) and public shopping to the community.

6990 80th St., Suite #200, Cottage Grove

651-207-8659 | Email: info@basicneedsmn.org | <https://basicneedsmn.org>

Child Protection (Washington County)

Child protection intake screeners review and accept reports of alleged child maltreatment.

Intake: 651-430-6457 | www.washingtoncountymn.gov/ChildProtection

Crisis Response Unit (Washington County)

Washington County Crisis Response Unit (CRU) provides 24/7/365 mobile crisis mental health services for adults and children experiencing a crisis. Mobile crisis interventions are face-to-face, short-term, intensive mental health services.

651-275-7400 | Email: CrisisResponse@washingtoncountymn.gov |

www.washingtoncountymn.gov/Crisis-Response

Economic Support (Washington County)

For information on applying for cash assistance, child care assistance, emergency assistance, energy assistance, food support (SNAP), and medical assistance in Washington County.

651-430-6459 | Toll-free: 1-844-711-1907

Email: ComSvsEconSupp@washingtoncountymn.gov |

www.washingtoncountymn.gov/economic_support

Red Cross (Twin Cities)

Emergency help after fires and disasters; military contacts.

612-871-7676 | 24-hour disaster hotline: 1-844-292-47677 |

24 hour Armed Forces hotline 1-877-272-7337 |

www.redcross.org/local/mn-nd-sd/about-us/locations/twin-cities.html

The Salvation Army's Social Services Office

The Salvation Army can quickly intervene with rent assistance, help pay utility bills, and provide groceries.

7380 Afton Road, Woodbury (inside Woodbury Lutheran Church)

651-739-6288 |

<https://centralusa.salvationarmy.org/northern/social-services-office-washington>

United Way 211

Call 2-1-1 to obtain free and confidential information on eviction resources, alcohol and drug abuse services, childcare, food resources, government-provided insurance programs, health care, housing/shelter, mental health services, public assistance programs, transportation, utilities, etc.

Call 2-1-1 or locally: 651-291-0211 | www.211unitedway.org

Employment – Career Decisions/Placement/Training

Hubert H. Humphrey Job Corps Center

Teaching eligible young people the skills they need to become employable and independent as well as placing them in meaningful jobs or further education.

800-733-5627 | 877-889-5627 TTY | <https://huberthumphrey.jobcorps.gov>

Rise

Offers access to the resources, opportunities, and support people need to thrive. Serving people with intellectual and developmental disabilities, mental illness, brain injuries, criminal backgrounds, barriers to employment, as well as those who are deaf/DeafBlind/Hard of hearing and experiencing homelessness.

Stillwater: 651-351-0190 | Email: info@rise.org | <https://rise.org>

Vocational Rehabilitative Services – MN Employment and Economic Development

Helping people with disabilities prepare for, find and keep a job, and live as independently as possible.

St. Paul: 651-259-7366 | <https://mn.gov/deed/job-seekers/disabilities>

Workforce Development (Washington County)

Offering information on career fairs, career labs which include resume writing, hot jobs, job search resources, free trainings, and eligibility-based services. Includes a resource section for businesses.

651-275-8650 | www.washingtoncountymn.gov/EmploymentAssistance

Energy Assistance

Community Action Partnership of Ramsey & Washington Counties (CAP-RW)

Helps pay your heat and water bills, keep your home safe and warm, access Supplemental Nutrition Assistance Program (SNAP) benefits, get your home weatherized, apply for a car loan, and assist with filing your taxes.

651-645-6470 | Email: eap@caprw.org | <https://caprw.org/get-assistance.html>

HeatShare through Salvation Army

Provides emergency utility assistance for people with no place left to turn.

651-739-6288 | Heat Share Hotline: 1-800-842-7279 |

<https://centralusa.salvationarmy.org/northern/heatshare-program>

Minnesota Energy Resources

Makes energy efficiency improvements affordable for qualified customers who fall short of qualifying for the Energy Assistance or Weatherization programs.

866-872-0052, option 1 | Email: merc@appliedenergygroup.com |

www.minnesotaenergyresources.com/payment-bill/4u2

Family Planning/Pregnancy

988 Suicide and Crisis Lifeline (formerly known as Crisis Connection)

Confidential, 24/7 Lifeline with call and chat options to assist with maternal mental health concerns, like depression, anxiety, and psychosis, which can occur during pregnancy and/or postpartum.

9-8-8 | <https://988lifeline.org>

Options for Women – St. Croix Valley (formerly known as Project Life)

Provides confidential pregnancy confirmation services, such as pregnancy testing and ultrasounds, at no cost to you.

Oak Park Heights: 651-504-1605 | <https://optionsforwomenstcroixvalley.org>

Planned Parenthood

Provides affordable and equal access to an entire range of sexual and reproductive health care services including testing, treatment, vaccines, birth control, and education.

St. Paul: 651-698-2406 | 1-800-230-PLAN | www.plannedparenthood.org

Public Health & Environment (Washington County)

Helps create healthy, nurturing family environments by providing resources and education regarding pregnancy, labor/delivery, breastfeeding, newborn care, your baby's health and development, and various programs like Follow Along and WIC.

651-430-6655 | Email: PHE@co.washington.mn.us |

www.washingtoncountymn.gov/1071/Family-Health-Resources-and-Services

GED (General Education Development)/ABE (Adult Basic Education)/ESL (English as Second Language)

Forest Lake Area Schools' Community Education

ABE classes, GED preparation, etc.

Forest Lake Area Schools Education Center: 943 9th Ave. SW

651-982-8302 | Email: skimber@flaschools.org | <https://communityed.flaschools.org>

SoWashCo Community Education

Great Rivers Adult Education offers GED and K-12 Diploma program.

651-425-6169 | No English? Text in your first language to 651-270-3266 |

Email: sevans1@sowashco.org |

<https://commed.sowashco.org/adults/great-rivers-adult-education>

Stillwater Community Education

Free basic skills enhancement, citizenship, English Learner (EL) program, GED, and workforce preparation.

English speakers: 651-351-4031 | Email: melink@stillwaterschools.org |

Spanish speakers: 651-351-4019 | Email: huhnerkochs@stillwaterschools.org |

<https://commed.stillwaterschools.org/adult/adult-education>

Health Care

Century College Dental Clinic

Licensed dentists and hygienists supervise students to provide dental cleanings, X-rays, sealants, fluoride treatments, hygiene assessments, non-surgical treatment for gum problems, and referrals to other dental clinics for additional care. *Appointments are required.*

3300 Century Ave. N., White Bear Lake

651-779-5787 | www.century.edu/community-resources

Deaf and Hard of Hearing Services

Get resources and assistive technology and tools.

1-800-657-3663 | Videophone: 651-964-1514 | <https://mn.gov/deaf-hard-of-hearing>

Healthcare for the Homeless

Any adult or child experiencing homelessness within the past year or who is living outside, on the street, in a shelter/transitional housing, or with friends/relatives is eligible for this program.

Services provided: Wound care, medications, coordinating health care and social services, substance use disorder services, mental health services, and health education. Appointments are not required but clinics vary by location so call to confirm clinic hours.

Adult Shelters

Higher Ground: 165 Glenwood Ave. N., Minneapolis | 612-348-5553

Salvation Army – Harbor Light: 1010 Currie Ave., Minneapolis | 612-596-9643

Drop-in Center for Youth

Youth Opportunity Center (YouthLink): 41 North 12th St., Minneapolis | 612-252-1200

Endeavors Respite Program

Short-term services for those experiencing homelessness who are too sick to be on the streets or in a shelter but not sick enough to be in the hospital

Catholic Charities of Saint Paul and Minneapolis:

1414 South 11th Ave., Minneapolis | 612-385-5810

Family Shelters

People Serving People: 614 South 3rd St., Minneapolis | 612-332-4500 x226

Visit the Hennepin County website for more information: www.hennepin.us/hch

Medical Assistance (MA)

Washington County Economic Support information on Minnesota health care programs: Medical Assistance (MA), General Assistance Medical Care (GAMC), Prescription Drug program.

651-430-6459 | www.washingtoncountymn.gov/economic_support

Minnesota Care

State-subsidized health care program for Minnesota residents with low income. You must apply to find out if you qualify.

651-297-3862 or 1-800-657-3672 |

<https://mn.gov/dhs/people-we-serve/adults/health-care/health-care-programs/programs-and-services/minnesotacare.jsp>

Minnesota Drug Card

Point-of-sale pharmacy discount program.

877-321-6755 | <https://mndrugcard.com>

Open Cities Health Center

Provides care (behavioral health, chiropractic care, dental care, eye care, and medical care) for the Medicaid and underserved population in the Twin Cities metro area. *Payment options available.*

Dunlap Clinic: 409 N. Dunlap St., St. Paul | North End Clinic: 916 Rice St., St. Paul

651-290-9200 | Email: info@opencitieshealth.org | <https://opencitieshealth.org>

Social Security Administration

Social Security numbers, disability benefits, retirement benefits, and Medicare.

1-800-772-1213 | www.ssa.gov

St. Paul Opportunity Center

Integrated one-stop location connecting adult men and women to critical services to improve their health, income, housing stability, and overall well-being.

651-404-6407 | <https://cctwincities.org/locations/saint-paul-opportunity-center>

Veterans Service Office

Benefits and services for veterans in Washington County.

651-430-6895 | Email: VSO@washingtoncountymn.gov |

www.washingtoncountymn.gov/VeteranServices

Vision Loss Resources

In home assessments, vision evaluation, volunteers, mentors, phone pals, and support groups.

612-871-2222 | Email: info@visionlossresources.org | <https://visionlossresources.org>

Other Programs Available

Patient Access Network through PAN Foundation

Offers financial assistance to help people with serious illnesses afford their out-of-pocket treatment costs.

1-866-316-7263 | www.panfoundation.org

Senior Linkage Line

1-800-333-2433 | <https://mn.gov/senior-linkage-line>

Housing

Housing (Washington County)

Homeless Outreach Services Team (HOST)

People who experience homelessness deserve access to services to assist them in becoming stably housed, as well as assist them with accessing other resources to meet their basic needs. HOST assists with homeless services, housing resources, the Family Homeless Prevention and Assistance Program (FHPAP), and the Heading Home Washington community collaborative.

For more information: 651-430-6488 |

www.washingtoncountymn.gov/HomelessResources

Rental Assistance Programs through Washington County CDA

Provides help with housing costs to families through a variety of state and federal programs.

651-458-0936 |

www.washingtoncountycda.org/affordable-rentals/rental-assistance-programs

Housing Resources (In and Out of Washington County)

Aeon

Creates and sustains quality, affordable homes that strengthen lives and communities.

www.aeon.org

Affordable Housing Online

Website with listings of affordable housing.

<https://affordablehousingonline.com/housing-search/Minnesota/Washington-County>

The Connect Center's Supportive Housing Program

Local churches and groups partner with The Connect Center to provide a structured one-year program for a family in need of housing stability. Also offers family connections, career connections, youth connections, and after-school tutoring and music programs and resources.

651-231-7807 | Email: info@theconnectcenter.org |

https://theconnectcenter.org/?page_id=759

Housing Link

Connects people to affordable rental homes, increasing choice and access for all.

www.housinglink.org

Life Style

Professional property management service that manages over 125 marked and subsidized apartment buildings, townhomes, condos, and cooperative living complexes throughout Minnesota, southwestern Wisconsin, and northern Iowa. Has an online search tool and current rental openings list.

507-451-8524 | www.lifestyleinc.net

Legal

Disability Outreach

Advocacy for disability and Social Security applications.

Headquarters: 4294 Dahlberg Drive, Golden Valley | 800-544-9925

HOMELine

Provides free and low-cost legal, organizing, education, and advocacy services so tenants throughout Minnesota can solve their own rental housing problems.

Confidential hotline: 612-728-5767 | Toll-free: 866-866-3546

Email an attorney via the website: <https://homelinemn.org/e-mail-an-attorney> |

<https://homelinemn.org>

Minnesota Fathers & Families Network (MFFN)

Seeks to demonstrate that efforts to engage men as fathers will ultimately create benefits for children, women, and families as a whole. MFFN seeks to promote healthy father-child-family relationships through informed practice, public policy, and system change.

763-473-7432 | www.mnfathers.org

Southern Minnesota Regional Legal Services (SMRLS)

Provides free, high-quality legal services to low-income people in critical, civil matters. *Must be from the east metro or southern Minnesota.*

1-877-696-6529

Apply online:

https://minnesotaoi.legalserver.org/modules/matter/extern_intake.php?pid=133&h=69729a&

Tubman

If you are a victim of domestic abuse-related crime, Tubman's legal advocates are available to assist you through the criminal court process, attend court appearances with you or on your behalf, as well as provide support and information on the criminal justice system and your rights as a victim of a crime.

651-789-6730 | www.tubman.org/get-help/legal-services

Miscellaneous

Annual Credit Check

Free annual credit reports via Equifax, Experian, and TransUnion.

www.annualcreditreport.com

Child Support (Washington County)

Promoting the well-being of children and the self-sufficiency of families by delivering quality child support services.

651-430-6455 | Email: childsupport@co.washington.mn.us |

www.washingtoncountymn.gov/Child-Support

Community Thread

Helping improve the lives of adult and their families, especially those who wish to age in place, by providing advocacy, social activities, special events, home help services, companion calls, transportation, etc. Membership-based with a no annual fee option.

651-439-7434 | Email: contact@communitythreadMN.org | <https://communitythreadmn.org>

First Call for Help (Formerly known as United Way 2-1-1)

United Way 2-1-1 provides free and confidential health and human services information 24 hours a day, seven days a week for people in Minnesota.

2-1-1 or locally: 651-291-0211 | www.211unitedway.org

Prepare & Prosper

Free tax preparation all year long! Combines the power of caring volunteers, certified training, and expert advice to bring financial wellness, economic justice, and wealth building opportunities to everyone.

651-287-0187 | Email: contact@prepareandprosper.org | <https://prepareandprosper.org>

Red Cross (Twin Cities)

Emergency help after fires and disasters; military contacts.

612-871-7676 | www.redcross.org/local/mn-nd-sd/about-us/locations/twin-cities.html

Reemployment Compensation/Unemployment Insurance

Unemployment Insurance benefits provide a temporary partial wage replacement to workers who become unemployed through no fault of their own. Complete the online application process or apply by automated phone to find out if you are eligible.

Twin Cities area: 651-296-3644 | <https://uimn.org>

Social Services Info. & Referral

Adult Mental Health: 651-430-6484 | Disabilities & MnCHOICES: 651-430-6422 |

Child Protection: 651-430-6457 | www.washingtoncountymn.gov/CommunityServices

Preschool/Parenting

Early Childhood Family Education (ECFE)

ECFE, through the Minnesota Department of Education, works to support you as a parent/caregiver and to strengthen and empower families. Parenting education program for all Minnesota families with children between the ages of birth to kindergarten entrance.

651-582-8200 | <https://education.mn.gov/MDE/fam/elsprog/ECFE>

Head Start

Connects your family to early education, health, and community services that support the learning and development of your child and well-being.

651-582-8200 | <https://education.mn.gov/MDE/fam/elsprog/start>

Transportation

Community Thread's Connector Loop

A handicap accessible busing service that stops at housing complexes, area businesses, retail stores, and other community destinations in the greater Stillwater and Oak Park Heights area. Open to all; no age or income restrictions. Caregivers and personal care assistants may ride for free.

651-439-7434 | Email: contact@communitythreadmn.org | <https://communitythreadmn.org>

GoWashington

Provides the residents of Washington County with transportation options that get them where they want to go safely and affordably. *Does not schedule or pay for rides.*

651-430-6651 | Email: ComSvsTransportation@washingtoncountymn.gov |

<https://gowashingtonmn.com>

Help At Your Door (Formerly known as Store to Door)

A non-profit offering grocery assistance, home support, and transportation services for those recovering from hospital stays, those with sensory or mobility impairment, and seniors/those with disabilities who need extra help. Sliding scale fee available for some services. Serving the seven-county Twin Cities area.

651-642-1892 | <https://helpatyourdoor.org> | [Submit an online request for service](#)

Metro Transit

Routes, schedules, maps, trip planner, and information about the METRO bus rapid transit, METRO light rail, and commuter rail.

612-373-3333 | Text: 612-444-1161 | www.metrotransit.org

Transit Link

A Metro Transit curb-to-curb minibus or van service for the general public that operates on weekdays throughout the seven-county metropolitan area. A share-ride service which must be reserved in advance. Subject to availability.

651-602-5465 | www.metrotransit.org/transit-link

VA (Veterans Affairs) Appointment Ride Service

Provided free of charge, first-come, first-serve, and based on availability. You are encouraged to request transportation as soon as you know about your appointment and at least a week prior.

612-467-2768 | www.va.gov/minneapolis-health-care/dav-vans-transportation-for-veterans

*Every effort has been made to obtain accurate information about the organizations in this list. Washington County Community Services is not liable for the accuracy of any information printed in this list. Please contact the organization directly