

March 23, 2020

All Residents
Hennepin County, MN

COVID19 Resources

Dear Resident:

The COVID-19 pandemic has impacted much of our city and state we realize many in our community may be dealing with disruptions to their daily routines, health, and income. In an effort to help connect resources with those who are interested in additional assistance due to these disruptions we have compiled a list of resources that are available in Hennepin county. Please review the following list if you would like assistance in any of these areas:

- **Health Information regarding COVID-19:**
 - o MN Department of Health has issued public fact sheets regarding the symptoms and information about the virus.
 - A copy of this has been attached and is also available in multiple languages at their website: <https://www.health.state.mn.us/diseases/coronavirus/materials/index.html>
 - A hotline for health questions has been set up at 651-201-3920 or 1-800-657-3903
 - o There is a Crisis hotline to call or text in case of mental health crises:
 - Call CRISIS [274747] from a cell phone to speak with a trained Crisis Counselor
 - Text CONNECT [741741] to be connected to text with a trained Crisis Counselor
- **Unemployment Expansion due to COVID-19:**
 - o On March 16, 2020, Minnesota Governor Tim Walz issued an executive order to ensure workers affected by the COVID-19 pandemic have full access to unemployment benefits.
 - If you have experienced disruptions to your employment income please access unemployment insurance information regarding COVID-19 issues at <https://www.uimn.org/applicants/needtoknow/news-updates/covid-19.jsp>
- **Community and Food Resources for COVID-19 impacted community members:**
 - o Minneapolis Public Schools offer meal pick-ups for students, which started at 10 a.m. Tuesday, March 17. At 20 sites citywide – including Bethune, Hall Elementary, and the Hmong Academy – meals will be offered to students on a pick-up basis between 10 a.m. and 2 p.m., Monday through Friday, during school closures.
 - o United Way has created a COVID-19 response which includes assistance finding food, paying housing bills, accessing free childcare, or other essential services. Information for United Way assistance can be found at their website, <http://www.211.org/services/covid19>, or by phone by dialing 211. You can also text the letters MNCOVID to 898-211 to get connected to appropriate referrals.
 - o A list of food assistance programs and food banks can be found on Community Action Partnership of Hennepin County at <https://www.caphennepin.org/community-resources/food-assistance/>
 - o If you or someone you know is experiencing a domestic situation please contact the National Domestic hotline at 1-800-799-7233

- **Housing Assistance & Resources during COVID-19:**
 - o The Hennepin County Tenant Resource Center will continue to operate; however all resources will be provided virtually until the pandemic has subsided. Please call the TRC phone line which is 612-302-3180 with questions or concerns and leave a message on the voicemail. These calls will be returned within 24 hours and service partners will assist as needed.

- **Internet Services Available in response to COVID-19**
 - o USI has a couple of WiFi options for Minneapolis area residents:
 - Select 'City of Minneapolis Public WiFi' or 'USI Wireless' network on your mobile device and you will be connected. The process is similar to using WiFi at a coffee shop or the airport. No password or credit card is required to sign in.
 - These networks are available throughout the City of Minneapolis. Check the signal strength for your best option based on your location.
 - Go to the Wireless Minneapolis webpages for the WiFi Coverage map at: <http://www.minneapolismn.gov/wireless/index.htm>
 - Contact US Internet by phone at 1-800-US-Internet; by email at info@usinternet.com; or by text at 952-253-3277 with questions
 - o Comcast has opened their Xfinity network and is offering unlimited data for free:
 - For a map of Xfinity WiFi hotspots please visit www.xfinity.com/wifi. Once at a hotspot, select 'xfinitywifi' network name and open your internet browser
 - Refer to Comcast's COVID-19 resources page for more information: <https://corporate.comcast.com/covid-19>

- **Further updates about the COVID-19 response & resources can be found at the following websites:**
 - o <http://www.minneapolismn.gov/coronavirus/index.htm> [City of MPLS]
 - o <https://www.hennepin.us/residents/emergencies/covid-19> [Hennepin County]
 - o <https://www.health.state.mn.us/diseases/coronavirus/index.html> [State of MN]

As valued members of our community we want to ensure you are offered as much community support as is available, and hopefully the above list of resources is helpful to that end. If you have any questions or concerns about information in this letter or any other concerns related to your tenancy and COVID-19 please do not hesitate to reach out to us.

Sincerely,



Peter Ellison; Site Manager
Property Solutions & Services, Inc.