#07-11-02

Bulletin

June 5, 2007

Minnesota Department of Human Services ■ P.O. Box 64962 ■ St. Paul, MN 55164-0962

OF INTEREST TO

- County Directors
- Financial Services Supervisors and Staff
- Tribal MFIP Directors and Staff

ACTION

No action needed.

EXPIRATION DATE

June 4, 2009

County MFIP Emergency Services Policies Summary

TOPIC

Share information with counties and tribes on current MFIP emergency services programs across the state.

PURPOSE

The 2003 Minnesota Legislature created the Minnesota Family Investment Program (MFIP) Consolidated Fund. Under this legislation, counties were no longer legally required to provide an emergency assistance (EA) program, but could use the consolidated fund for services to help meet emergency needs. Almost all counties opted to establish an emergency services program. Since this change in EA funding, the department has received a number of requests for information on county emergency services programs. This report responds to those requests by providing a summary of county crisis plans and administrative data on recipients served and dollars expended.

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SIGNED

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Special Needs

This information is available in other forms to persons with disabilities by calling (651) 431-3809, or contact us through the Minnesota Relay Service at (800) 627-3529 (TTY) or (877) 627-3848 (speech-to-speech relay service).

County MFIP Emergency Services Policies Summary

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The Minnesota Legislature created the Minnesota Family Investment Program (MFIP) Consolidated Fund in 2003, which included emergency assistance (EA) funding. Under this legislation, counties were no longer legally required to provide an emergency assistance program, but could use the consolidated fund for services to help meet emergency needs. Almost all counties opted to establish an emergency services program. Since this change in EA funding, the department has received a number of requests for information on county emergency services programs. This report responds to those requests.

To obtain current information on county emergency services programs, department staff sent an email on Feb. 7, 2007, to all county directors and financial assistance supervisors requesting updated policy information on their MFIP emergency services policies. Counties were asked to provide summary information by completing a short questionnaire. This report summarizes these county updates and includes a detailed summary of how counties responded to each question. County plans varied in detail and this summary provides only a general overview.

Administrative data on MFIP emergency services' spending and recipients served are provided as attachments, in response to county requests for data, and for information-sharing across all counties and tribes.

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June 5, 2007

For questions or inquiries on this report, contact:

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Summary

- The department received responses from 83 of the 87 counties, a response rate of 95 percent. Responses from Itasca, Kanabec, Mahnomen and Scott Counties were not received. All but two of the 83 counties (Kittson, Lac qui Parle) continue to administer some form of MFIP emergency services. All counties that administered emergency services had a written MFIP emergency services policy or crisis plan in place as of Jan. 1, 2007.

- The amount of crisis assistance a family can receive varied across counties.
    - Nearly one in four counties had a maximum dollar threshold they could provide to applicants within a defined time period, ranging from $500 to $3,105.
    - More than a third of the counties used the MFIP cash standards—ranging from 1.5 times to four times—in setting their maximum for the respective household size.
    - One in four counties had different limits, depending on the type of crisis assistance requested and size of the household. Ramsey County, for example, had limits on the amount of utility or mortgage assistance, but had no limit on other types of assistance.

- How often a family was eligible to receive assistance also varied across counties, ranging from once yearly to once in a lifetime. However, the majority of counties (90 percent) allowed families to receive emergency help about once every 12 to 18 months.

- Twenty-five percent of counties had policies that required families who received assistance for emergency needs to have their MFIP grants vendored. More than 60 percent of these counties vendored the grant for six months or one year. Other counties vendored the grants for other specific time periods or until participants completed money management or budgeting classes.

- The majority of counties (93 percent) had a 30-day residency requirement for families to be eligible for emergency services; this included state/county residency. If clients moved from a Minnesota county with established residency, they were typically not required to fulfill residency requirements in the new county.

- All counties except Grant and Le Sueur served both MFIP and non-MFIP families. The income threshold for non-MFIP families to be eligible for emergency services ranged from 125 percent to 200 percent of the Federal Poverty Guidelines (FPG). Two-thirds of counties had a threshold of 200 percent of FPG.

- About one in three counties had other real or personal property thresholds or requirements. Most of these liquid assets could be converted to cash, or liquid assets of other family members could be used to resolve a crisis.

- The majority of counties (80 percent) had a specific timeline for responding to emergency services requests. Timelines ranged from within 24 hours to 30 days. The most common timelines were within seven days (14 percent), 15 days (23 percent), and 30 days (25 percent). Twelve percent did not have timelines but tried to resolve crisis in a timely manner.

- Housing-related issues and utility shut-offs were the most prevalent emergency services covered by the majority of county policies.
    - Ninety-eight percent of counties covered rent; 98 percent moving expenses; 84 percent damage deposits; 84 percent mortgage/foreclosure; 57 percent temporary housing, and 72 percent utility shut-off.

- When the amount of financial assistance or services a family needed to resolve a crisis was more than what was available under county policies, many caseworkers engaged other community resources to assist the family. Resources that were called upon depended on the type and extent of assistance needed.
    - Some community resources utilized by counties included: Community Action Programs, Lutheran Social Service, church organizations and ministerial associations, Family Homelessness Prevention and Assistance Programs (FHPAP), Heat Share, energy assistance programs, Rise, Inc., Caritas, Salvation Army, Federal Emergency Management Agency (FEMA), bank loans, family or friends, food shelves, Red Cross, Private Industry Council (PIC), payment plans, budgeting services, Family Support Outreach, First Call for Help, Housing and Redevelopment Authority, transitional housing, Project Home and local shelters.

- The creation of the MFIP Consolidated Fund had varying impacts on counties when providing emergency services. As noted earlier, all but two counties chose to continue to provide MFIP emergency services assistance. About a third of the counties reported little change in these programs after the consolidation in 2003. Some counties reported minor changes in their policies and processes, while others made more significant revisions. Some of these included:
    - Longer waiting times before families were eligible again to receive assistance. Based on county policies, families could receive help about once every 15 months.
    - More time spent by caseworkers connecting with and negotiating on behalf of clients for community resources.
    - More emphasis on helping clients move toward self-sufficiency rather than providing temporary financial solutions. Increased client involvement in budgeting and financial management courses, and connecting them with available community resources.
    - Development of more consistent and responsible approaches in resolving short term crisis and providing for long term stability.
    - Frequent monitoring of emergency services expenditures to maximize funding in addressing needs within the calendar year.
    - Inclusion of assets and resources of others living in households.

- While county programs differed in eligibility requirements and funding of crisis assistance, the majority of counties (more than 80 percent) did not see these variations as a reason for clients to move from one county to another. Some counties with stronger regional ties developed more consistent policies across their region. A couple of responses suggested that counties with more shelters may attract more clients, thus receive more emergency requests. But no statistics were provided to substantiate this suggestion.

- When asked if county's MFIP crisis programs adequately addressed emergency requests in 2006, the majority of counties (more than 83 percent) responded favorably.
    - Some reported that increased energy costs resulted in more utility shut-offs and increased requests for energy-related assistance, which depleted county emergency funds.
    - A few counties stated that reduced MFIP allocations since the consolidation made it necessary to restrict eligibility. The stringent policies forced clients to apply for Emergency General Assistance (EGA) which is also a capped allocation. These counties had to request additional funding from their county boards to cover EGA overspending.
    - A few counties reported that their crisis funds had reached their cap before the end of the calendar year. As a result, they were unable to provide the assistance families needed.

- Besides MFIP crisis assistance, Emergency General Assistance and Emergency Minnesota Supplemental Aid (EMSA)[1], several counties reported providing other forms of emergency services to clients, including:
    - Emergency Cash Assistance (ECA), discretionary fund assistance, community block grants wrap-around funds for emergency housing, county funds that pay for non-resident shelters, energy assistance crisis programs, Support Services for Persons with Mental Illness funds (SPMI), Group Residential Housing funds (GRH) for emergency shelters, Family Homelessness Prevention and Assistance Program (FHPAP), medical and prescription assistance, money management courses, social services flex funds, and emergency shelters using county funds.

- When asked about strategies, policies, and practices that worked well in addressing local crisis needs, counties mentioned a number of practices, some of which included:
    - Being knowledgeable about diverse resources available in their communities to help clients, and having dedicated staff to negotiate on behalf of and connect clients with resources. This includes a collaborative approach among the different crisis funds within the county to maximize dollars in helping clients.

[1] In SFY 2006, all counties were allocated an amount for EGA (ranging from $132 to $3,596,525) and all but three counties (Cook, Lincoln and Roseau) were allocated funds for EMSA (ranging from $47 to $445,241). Allocations were calculated by taking statewide allocations determined by law and allocated by county three-year historical spending percent. Unspent funds are reallocated after the state fiscal year to counties who overspent their allocation. Administrative data shows that in CY 2006, eight counties did not have expenditures for EGA and 16 counties did not have expenditures for EMSA.

- Coordinating benefits with other agencies, and making policies known to as many clients as possible before they experience emergencies.
- Using a coordinated approach to addressing clients' needs with the intent to help them better prepare for future crisis. The practice of addressing the problem with the family, not just paying a bill, seemed to work well for some counties. This was enhanced by good communication between financial and social workers so that clients could be referred to related social services when needed.
- Clearly defined policies and consistent implementation assured equal handling and access for all applicants.
- Effective negotiations between financial workers and vendors eased tensions between the client and vendor. Many vendors were willing to be more accommodating when they knew clients were attempting to resolve a dilemma.
- Implementing vendoring policy appeared to help families stay on track financially.
- Providing budgeting information and financial management courses promoted more responsibility.
- Simplifying forms and the application process and maintaining flexibility helped workers to focus more on the needs of clients.
- Frequent monitoring of funds by maintaining updated spreadsheets helped counties to track expenditures and plan for unspent funds.
- Monthly meetings with staff helped to monitor issuances and identify trends in crisis services.
- Development of a safety net committee comprised of local assistance program staff and advocates meets quarterly to discuss allocation of assets and policy changes. This was a useful way to share information on policies and resources.

Recommendations made by counties:

- Seventy-one percent of counties requested that the department share practices that worked well in other counties.

- Sixty-five percent would like to see on-going reports on emergency services trends across counties, and 23 percent wanted technical assistance and guidance in developing services and policies.

- One county requested that emergency services expenditure reports should include the number of clients served for dollars spent by each county.

- Two counties requested better support from the MAXIS system to help track each county's remaining fund balance. Since payments were still being issued through MAXIS, providing the same information in MAXIS REPT/REPT screen as is done for EGA would be helpful for MFIP crisis funds. In MAXIS, MONY/INQF screen shows the remaining balance only. The ability to view itemized transactions could be beneficial.

- Another county suggested returning to the former state monitored EA program with uncapped available funds. Secure additional funding and increase budgets for growing counties.

- Counties' unspent EGA funds should be returned to a statewide pool to assist counties that overspent. (This is current practice. Unspent EGA and EMSA funds are reallocated after the state fiscal year to counties that overspent their allocation. See footnote 1.)

- There should be statewide budget minimums for all counties to participate in emergency programs and provide basic services. A few counties reported that their allocations were insufficient to administer an adequate emergency services program. It should be noted that under the consolidated funding model, counties determine how much of their MFIP allocations should be designated for providing emergency services.

Supplemental Information:

Supplemental information from MAXIS Data Warehouse is provided as attachments to this report, based on county requests and for information-sharing across all counties and tribes. Data included average MFIP emergency services assistance, recipients served, dollars expended, type and frequency of emergency services issuance. Attachments begin on page 18.

On Nov.17, 2006, the department published Bulletin #06-11-04, "Emergency Assistance to Families under MFIP." This bulletin provided a snapshot comparison of MFIP emergency services expenditures in state fiscal year 2002 and calendar year 2005 to better understand emergency services trends after 2003, when counties were no longer *legally* required to provide an emergency services program.

Summary of County Responses

<u>Note</u>: Faribault/Martin and Lincoln, Lyon and Murray cohorts are counted as five separate counties. Eighty-three counties responded. Four counties—Itasca, Kanabec, Mahnomen and Scott—did not submit updates as requested by the department, and they are classified as “no response” throughout the following summary.

Counties that answered **no** to Q1 below were asked questions **Q3-Q4, Q19-Q20** and **Q27**. Counties that answered **yes** were asked questions **Q5-Q27**. Counties that responded but did not respond to a specific question were included in the “missing” cohort for that particular question.

Q1. Does your county operate an emergency services program under the MFIP Consolidated Fund?

Description	Number	Percent
Yes	80	92%
No *	2	2%
Missing	1	1%
No response	4	5%
Total	87	100%

* Lac qui Parle, Kittson

Q2. If your county does not operate an MFIP emergency services program, does your county have other financial emergency assistance services available to families?

Description	Number	Percent
Yes	1	50%
No	1	50%
Total	2	100%

Q3. State the name(s) of the financial emergency assistance service(s) or program(s).

- Federal Emergency Management Agency (FEMA)
- Emergency General Assistance (EGA)
- Emergency Minnesota Supplemental Aid (EMSA)

Q4. If your county does not operate financial emergency services, describe how requests for emergency assistance are handled by your county.

Clients are assisted with contacting the Salvation Army, NW Community Action, and the local ministerial association.

Q5. Does your county have a written MFIP emergency services policy or crisis plan in place as of Jan. 1, 2007?

Description	Number	Percent
Yes	80	92%
No	2	2%
Missing	1	1%
No response	4	5%
Total	87	100%

Q6. What is the maximum amount of emergency assistance a family can receive within a specific period?

Maximum Amount of Financial Assistance

Description	Number	Percent
$500 - $999	12	14%
$1,000-$1,999	5	6%
$2,000+	3	3%
One and a half times MFIP cash standards	1	1%
Two times MFIP cash standards	11	13%
Three times MFIP cash standards	8	9%
Four times MFIP cash standards	16	18%
Varies	19	22%
Other	8	8%
No response	4	5%
Total	87	100%
While many counties have a dollar threshold on the maximum amount of crisis assistance they will provide within a defined period, some counties have different limits depending on the type of crisis assistance requested. Ramsey County, for example, has a limit on utility or mortgage assistance, but not on other types of assistance.		

Frequency

Description	Number	Percent
Once yearly	41	47%
Once every 15 months	2	2%
Once every 18 months	32	37%
Once every 24 months	1	1%
Once every five years	1	1%
Once a lifetime	2	2%
Varies	1	1%
Other	3	3%
No response	4	5%
Total	87	100%

Q7. Does your MFIP emergency services policy require families who receive assistance with emergency needs to have their MFIP grants vendored?

Description	Number	Percent
Yes	21	24%
No	57	66%
Missing	5	6%
No response	4	5%
Total	87	100%

Q8. How long is the grant vendored?

Description	Number	Percent
Six months	8	38%
One year	5	24%
Other	8	38%
Total	21	100%
Others: Vendored until case closes if on cash assistance; continues to be vendored until six-month review; until budgeting class is completed; vendored for indefinite period; 15 or 24 months.		

Q9. What is the residency requirement for families to be eligible for emergency services?

Description	Number	Percent
30 days	81	93%
90 days *	1	1%
Missing	1	1%
No response	4	5%
Total	87	100%
Residency includes the 30 days state/county residency. If participants moved within Minnesota, there would be no county residency requirements. * This county has been notified of the residency requirement and has agreed to revise their plan.		

Q10. Who is served by your county MFIP emergency services program?

Description	Number	Percent
MFIP and non-MFIP families	72	92%
MFIP-only families	2	2%
Missing	9	1%
No response	4	5%
	87	100%

Q11. What is the income threshold (FPG) for non-MFIP families to be eligible for emergency services?

Description	Number	Percent
125 percent	1	7%
150 percent	5	6%
175 percent	6	8%
200 percent	59	64%
275 percent *	1	2%
Total	72	100%
* Eligibility for MFIP emergency services funds is limited to pregnant women, families with a minor child, or noncustodial parents of minor children receiving MFIP with income under 200 percent of the federal poverty guideline. This county has been notified of the statutory requirements and has agreed to revise their plan.		

Q12. Does your county emergency services policy have any other real or personal property thresholds or requirements?

Description	Number	Percent
Yes	28	32%
No	46	53%
Missing	9	10%
No response	4	5%
Total	87	100%

Q13. What are the real or personal property thresholds or requirements?

- Liquid assets or assets that can be converted to cash.
- Liquid assets of other family members to resolve crisis.
- Must use available assets and must not have used > 50 percent of the last 60 days of income/assets for purposes other than basic needs.

Q14. Briefly state any other eligibility criteria used for emergency services assistance not covered earlier.

- The client must show good efforts to pay their bills by showing 10 percent of their income having gone to pay bills (utilities) or 50 percent of their income toward housing. The funds must resolve the crisis, not just delay it.
- Fifty percent of income used on basic needs (food, clothing and shelter) in last 60 days.
- No member of household is in Employment Services (ES) or child care sanction status or disqualification.
- Issuance of funds must resolve emergency, not postpone it. Be cost effective.
- Must meet one of the definitions of family to include a minor child (under age 18) or a group of minor children.
- Unit must have paid 40 percent of its gross income, after allowable expenses, toward housing costs, utility, and medical bills in the previous 60 days.
- Emergency assistance must be vendor paid.
- Household must have experienced documented, verifiable changes in circumstances that resulted in a financial crisis.
- Must cooperate with money management.
- The applicant(s) must be in a crisis defined as the imminent loss of shelter or utilities (gas, electric, water only) that pose a direct, immediate threat to the physical health or safety of a child and/or to the economic stability of the family.
- The emergency must be resolvable and not predicted to recur within the time frame funds are to cover.
- Must be cooperating with all social services requirements.

Q15. Does your county have a timeline for responding to emergency services requests?

Description	Number	Percent
Yes	69	79%
No	14	16%
No response	4	5%
	87	100%

Timeline to respond to emergency services requests.

Description	Number	Percent
24 hours	6	9%
5 days	2	3%
7 days	10	14%
10 days	4	6%
14 days	1	1%
15 days	16	23%
30 days	17	25%
In time to resolve the crisis	8	12%
Missing	5	7%
Total	69	100%

Q16. List all types of MFIP financial assistance provided by your county.

Description	Number	Percent
Rent	81	98%
Utility shut-off	60	72%
Damage deposit	70	84%
Mortgage/foreclosure	70	84%
Security deposit	28	34%
Temporary housing	47	57%
Moving expenses	81	98%
House repairs	20	24%
Work-related expenses	24	29%
Vehicle repairs	43	52%
Transportation	24	29%
Child care	17	20%
Fees	10	12%
Others	18	22%

Others include: Other costs may be considered depending on severity of the crisis and availability of funds; telephone if medically necessary; food if not eligible for Food Support, and medical if not covered; contract for deed, mobile home relocation, special needs, water, sewer and garbage.

When services are not covered, participants are referred to FEMA, Salvation Army, Community Action Council and ministerial associations.

Q17. Are there specific expenses your county does not cover under the MFIP emergency services program?

- Damage deposits, late fees, interest charges, court fees, etc.

Q18. If the amount of emergency assistance a family needs to resolve a crisis is more than what can be provided under current county policy, what other options, resources or referrals are given to assist the family to resolve their crisis?

Referral to Community Action Programs, Lutheran Social Service, faith-based organizations and ministerial associations, Family Homelessness Prevention and Assistance Program (FHPAP), Heat Share, energy assistance programs, Rise, Inc., Caritas, Salvation Army, Federal Emergency Management Agency (FEMA), Community Action Council, bank loan, family or friends, food shelves, Red Cross, PIC, payment plans, budgeting services, Family Support Outreach, First Call for Help, Housing and Redevelopment Authority, Transitional Housing, Project Home and local shelters.

Q19. After creation of the MFIP consolidated fund in 2003, how have your county MFIP emergency services and policies for addressing requests for services changed?

About a third of counties cited that there was little or no change. Others had made some or significant changes. Some of the changes included a longer waiting time before a family could become eligible to receive crisis funds again, tweaking of other eligibility requirements, and the type of assistance requested. Other changes included:

- Financial workers were more consistent in the information provided to clients, and provided consistent input to supervisors when requesting approval/denial of EA requests. Caseworkers were spending more time negotiating on behalf of clients with vendors and have been successful in a more cooperative approach taken by vendors. This could lead to more cooperation by clients.
- Agency policies became more streamlined, and specific staff were responsible for the administration of emergency funds.
- Staff have become more involved in helping families become self sufficient.
- The longer time frame—e.g. 18 months instead of 12—has caused a decrease in the number of

families eligible for assistance.

- The creation of the MFIP consolidated fund has allowed staff to address EA concerns, resulting in a more consistent approach in resolving crisis situations without being detrimental to those served.
- More referrals to other agencies.
- There was a decrease in requests and a decrease in dollars necessary to resolve emergency situations. Having limited the number of months that the crisis plan will cover, households realized they could not allow their bills to accumulate to the extent that had happened in the past.
- The county had developed a more defined policy than in the past. The county had modeled the program income and budgeting processes closely after the EGA program to simplify work for staff. Adjusted utility payment limits annually based upon demand and doing significantly more vendoring of client income to meet needs. Had also adjusted the amount allocated to the program based upon issuance trends in the previous year.
- The county counts all income/resources of everyone living in the household in determining eligibility, not just the MFIP unit.
- The county had many of the same policies in place that the old EA policy had, with some tweaking. The old policy did not allow including other people's income or assets living in the household when determining MFIP EA, as they were not part of the "unit." Many times a woman had a boyfriend or a roommate living with her and they were working but the county could not include their income. If the lights or heat were shut off, they would be just as cold as the MFIP unit. This policy was abused prior to the changes in 2003.

Q20. County emergency services eligibility requirements differ from one county to another. Do you think these differences have any impact on participants moving into or out of your county?

Description	Number	Percent
Yes	13	15%
No	69	79%
Missing	1	1%
No response	4	5%
Total	87	100%

If *yes*, please explain.

- Clients made comments that they cannot get assistance in other counties.
- All counties in the region essentially have the same policies. One county has a once in a lifetime limit, but that hasn't really affected clients.
- It can have an impact, probably not a great impact. This may happen because one county's plan is more generous than another county. Counties that have shelters may get hit with more emergency requests.
- In a small way, if at all. Many of the surrounding counties have more stringent requirements, but state residency requirements are the same. The county is aware of only a couple of situations.
- Many participants are confused about what may be available, and how often they can access crisis funds.
- Counties in the region tried to utilize the same basic crisis plan. Policies were developed in coordination with neighboring counties.
- The county does not provide emergency services to move to other counties, but some counties do provide assistance for clients to move here.
- Staff had anecdotal reports from clients that they moved from counties with very restrictive policies. Being a metro county, staff see some migration around the metro area, but more coming in from greater Minnesota. Lack of emergency shelter programs and more limited EA programs in the suburban counties seem to funnel those clients to metro counties.
- When neighboring counties were out of funds or refused to pay, clients had made comments.

Q21. In 2006, did your MFIP emergency services program adequately address the emergency services requests in your county?

Description	Number	Percent
Yes	72	83%
No	10	11%
Missing	1	1%
No response	4	5%
Total	87	100%

If *no*, please explain.

- Greater number of emergency requests due to heating bills caused the county to run out of EA funds, which had never happened before. Also, amount of EA allocated from consolidated funds was budgeted lower in 2006 than in previous years.
- To keep an adequate amount for crisis, the agency did not fund Employment Services adequately.
- Increased pressure on FHPAP funding and non-profits due to inadequate funding. More families facing utility shut-offs.
- Allocated funds were nearly depleted three months prior to the end of the calendar year. Fortunately, the requests were minimal. More important, the requestors were able to meet their needs through other referrals or other means. Financial workers continued to be involved with those situations until the dilemma was resolved.
- The deputy director went to the county board to get approval to overspend EA funds, as it appeared that the county would exceed its allocation for 2006.
- Reduced MFIP Consolidated Fund allocations since 2003 made it necessary to restrict eligibility for county crisis assistance. Those restricted policies forced clients to EGA, which is also a capped allocation. In 2006 the county authorized funds to cover EGA overspending. Reductions in funding to CAP agencies also put additional pressure on other community agencies to respond.
- Several families were denied as their emergency costs were more than the county could pay and the family could not access other funds.
- The county had to close the program midway through December due to reaching budgeted cap of EA. It was estimated that the shortfall was about $200,000 of demand.

Q22. Besides MFIP emergency services, are there other types of emergency services provided by your county?

Description	Number	Percent
Yes	52	60%
No	25	29%
Missing	6	7%
No response	4	5%
Total	87	100%

If *yes*, state the name(s) of the service(s).

- Emergency General Assistance (EGA)
- Emergency Minnesota Supplemental Aid (EMSA)
- Emergency Food Stamps
- FEMA
- Emergency Cash Assistance (ECA)
- Discretionary fund
- Community Development Block Grant wrap around fund for emergency housing only
- All county funds - taxpayer dollars used for non-resident shelter stays and/or for families to exit emergency shelter to permanent housing
- Energy Assistance Crisis Program
- Support Services for Persons with Mental Illness Funds (SPMI)
- Group Residential Housing (GRH) for emergency shelter
- Family Homelessness Prevention and Assistance Program (FHPAP)

- Medical
- Prescriptions
- Money management
- Social services flex funds
- Emergency shelter at county expense.

Q23. In administering your county's MFIP emergency services program, what strategies, policies, practices are working well in addressing local crisis needs?

- Good collaboration and communication among the county, local Community Action Council, Housing Redevelopment Authority, energy assistance programs, and other resources to combine dollars to resolve larger emergency needs. Good relationships with utility companies helps to get client through utility disconnects without actually being disconnected while applications were being completed. Staff have a good working relationship with area fuel oil providers, municipal utility company, and many of the area landlords. Staff also have a very strong working relationship with other entities that also offer assistance to households to meet a variety of needs. Collaboration and good communication were the keys to success in meeting clients' needs.
- Continuing to meet with shelter providers, Legal Aid and Rapid Exit advocates to try and assist families with a coordinated approach to whatever crisis they were experiencing. Also, to have specific staff assigned to administer the shelter program and the emergency program has assisted HC with program continuity and clients have a central point of contact.
- Worked closely with employment and training providers to utilize support dollars available rather than using emergency assistance dollars to resolve work barriers, emergencies, etc.
- Good working relationships with social workers helped to identify needs of emergency applications and make appropriate referrals in vulnerable adult situations, child protection issues, etc.
- Forty percent co-payment requirement.
- A clear and better defined policy that the public can understand. Closely following written policies assure equal handling and access for all applicants.
- Adding vehicle repairs for employment-related situations has kept some clients from losing employment.
- By having eligibility every 18 months, it has helped families to do more constructive problem-solving. They used to plan their emergencies every 12 months.
- Coordination of benefits with other agencies and explaining policy to as many clients as possible (MFIP/Diversionary Work Program, DWP, orientations) prior to their experiencing an emergency.
- Each client situation needed to be evaluated individually based on needs and resources.
- Having the financial worker make the initial contact with another agency when the agency could not fully pay the crisis need.
- Households contacting the agency had been educated about the county crisis funds (CCF) and had come to realize they must resolve their emergencies prior to the dollar amounts reaching the extent that it exceeds limitations set in CCF.
- Increasing the dollar maximum has allowed client's needs to be met in spite of the increased costs for gas, fuel oil and electricity. Continuing to have the frequency requirement greater than once a year encourages families to become more responsible for their own situations rather than depending on an "annual fix" from the government.
- Negotiations between client/financial workers and vendors seem to have eased the tension between client and vendor. Many vendors were willing to adjust initial approaches when they knew clients were attempting to resolve the dilemma. Many times, when a client was responsible for part of the charges, when possible, staff asked that payment be made before emergency funds were issued. This helped build positive relations between that vendor and the client. Part of the eligibility guidelines were to be in good standing with the Child Support Office, MFIP employment service requirements, and any social service plans that were established. Some individuals, after coming back in compliance with that specific requirement, have continued to work with that particular service successfully.
- The county practice of addressing the problem with the family, not just paying a bill, was working well.
- Clients had become educated and knew that the maximum the agency would pay was two months, so

they did not allow unpaid bills to go longer than that time frame.

- Providing budgeting information and promoting responsibility.
- Requiring people to have paid a certain percentage of their income towards their bills and only paying current and past two months' bills has made people more responsible and reduced the large outstanding bills seen in the past.
- Screening applicants early in the process by using phone screening, using the Combined Application Form (CAF) has helped this program to be successful.
- The county simplified forms; maintained flexibility to issue funds if it was in the best interest of child; maintained a spreadsheet updated monthly so staff knew exactly the amount of funds available.
- The six-month vendoring policy appeared to help families stay on track financially.
- The county is small enough to know most of the families staff deal with on a very personal level - this helped provide good wraparound services with community partners.
- The Crisis Assistance Shelter/Utility Aid Program (CAP) policies are well written and gave clear direction to staff, applicants and advocates. Consolidation of emergency program eligibility determinations resulted in consistent rule interpretation and very knowledgeable staff who could assist applicants in resolving their emergency.
- The agency implemented a safety net committee, comprised of local assistance programs and advocates, which met quarterly to discuss allocation of assets and policy changes. It has been very helpful in clarifying policies for the most frequent service collaborators. In addition, monthly meeting were held with staff to monitor issuances and identify trends in services.
- The agency had a Service Entry Unit that helped problem solve and offered other community resources and agencies to clients.
- County staff recently collaborated with Lutheran Social Service to help fund a rental information program and a budget counseling program.
- The agency maintains a solid working relationship with other helping agencies and works with them as much as possible to combine and not duplicate program resources.
- With written policies, clients better understood what constituted a qualified emergency and were making better attempts to pay some bills and work out alternatives where the need was small versus using EA and not having resources available for greater needs in the next 12 months.
- Working with Legal Aid Service from the start, consistently applied policies, regular monitoring of spending.

Q24. What type of assistance can the department provide to help your county operate a more effective program?

Description	Number	Percent
Share practices that worked well in other counties	59	71%
Provide technical assistance and guidance in developing services and policies	19	23%
Provide on-going reports on emergency services trends across counties	54	65%
Other	14	17%

Others include:

- Provide a report about the numbers served for dollars spent.
- Better support from the MAXIS system to help track each counties' remaining fund balance.
- Consistency amongst counties would be good.
- Convene a summit to discuss trends in emergency services.
- MAXIS, MONY/INQF shows the remaining balance only. The ability to view those itemized transactions could be beneficial. The agency understanding is that there are two sources of data used by DHS to administer and record counties' issuances.
- Provide the same information in REPT/REPT (MAXIS) as EGA.
- Increase budget for growing counties.
- Increase funding, statewide rules and allocation.
- Reinstate the state EA program and pay for it.
- Return to former state monitored EA program with uncapped available funds.
- Secure additional funding.

Q25. N/A

Q26. N/A

Q27. This is the end of the data request. In the next section, provide the name of your county and contact information. If you have any final comments or feedback relating to the above questions, please provide them below.

- The county has for the past two years given clients an exemption period, from November 1st through April 30th, for disconnects and fuel needs only. They could use the emergency program for a disconnection up to $500 and then again for fuel up to $500 within the exemption time period and it did not count toward their 18 month time limit. This has helped families due to the rising costs of fuel.
- In order to use crisis fund money in the future, MFIP clients must complete a budgeting course as part of their ES plan. People not on MFIP are responsible to complete a budgeting/money management course on their own. Both types of clients will have to provide proof of completion if they apply for county crisis funding in the future.
- Utility costs increased considerably. Metro counties were experiencing the heaviest demands while allocations were not increasing. It helps to be in control of this. The agency is able to meet the requests for EA and still try to avoid annual dependency on the program.
- It may be beneficial if the state would unallocate the EGA funds from each county and go back to a statewide pool. Also, set a limit or cap on the amount of EGA funds that can be paid per family for utility payments.
- The county's allocation in 2003 for emergency funds under the consolidated block grant was approximately $700. This was insufficient for the county to even consider continuing its own emergency assistance program.
- There should be statewide minimums for all counties to participate in emergency programs.

Attachments

Administrative Data on MFIP Emergency Services Program

Technical Notes on Administrative Data:

Payments include the number of checks issued each month. A single person/household could have multiple issuances in one month.

A single person/household could have multiple reasons for EA issuances in one month.

Since 2003, counties had the option of not using MAXIS for EA. Some EA payments were therefore not included in this data.

Attachments:

Attachment 1: Average MFIP Emergency Assistance per Family by Economic Region, CY 2006.

Attachment 2: Recipients Served, Dollars Expended and Average Per-family Assistance by Region (CYs 2002-06).

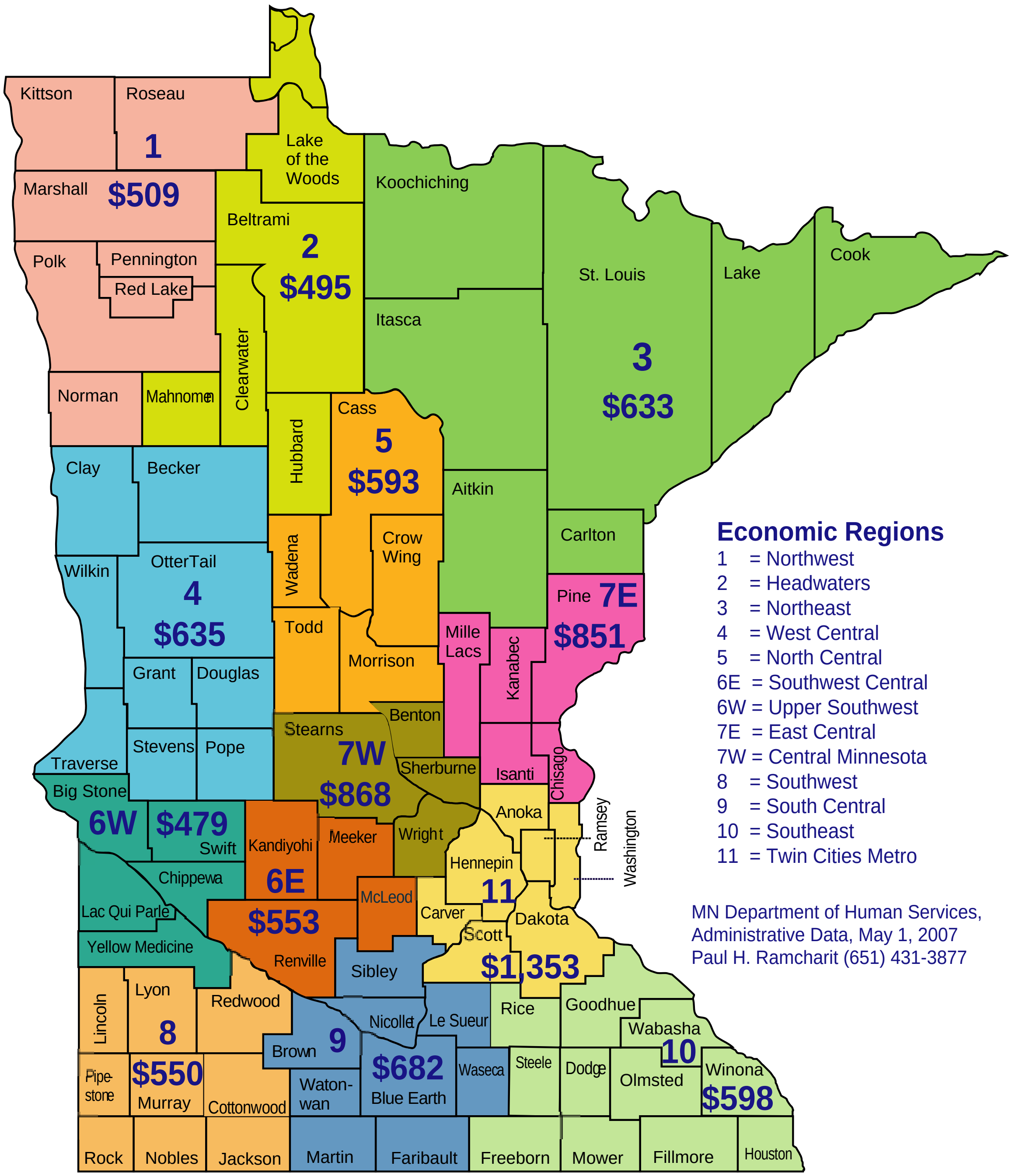
Attachment 3: Recipients Served and Total and Average Dollars Expended by County within Regional Cohorts for CYs 2002-06.

Attachment 4: Trends of Recipients Served by Month and Year (CYs 2002-06).

Attachment 5: Type, Frequency, Amount and Average Emergency Services Issuance. Comparison of CYs 2002 and 2006.

Attachment 1: MFIP Emergency Services

Average MFIP Emergency Assistance per Family by Economic Region, CY 2006



Attachment 2: MFIP Emergency Services

Recipients Served, Dollars Expended and Average Per-family Assistance by Economic Region (CYs 2002-06)

	Recipients					Spending					Average Assistance				
Region	2002	2003	2004	2005	2006	2002	2003	2004	2005	2006	2002	2003	2004	2005	2006
Region 1	275	198	75	69	104	$113,335	$89,899	$29,634	$24,304	$52,914	$412	$454	$395	$352	$509
Region 2	708	563	586	537	467	315,684	246,096	255,663	260,422	230,990	446	437	436	485	495
Region 3	1,496	1,316	1,293	1,252	1,102	708,695	645,370	712,604	757,534	697,083	474	490	551	605	633
Region 4	971	700	617	771	752	449,459	339,656	330,053	449,444	477,565	463	485	535	583	635
Region 5	547	336	356	279	217	256,237	167,390	193,654	145,322	128,692	468	498	544	521	593
Region 6E	561	369	388	376	333	287,766	196,925	192,847	195,362	184,041	513	534	497	520	553
Region 6W	80	86	34	29	20	44,315	40,216	15,024	13,286	9,577	554	468	442	458	479
Region 7E	689	494	409	461	344	502,496	342,475	353,965	375,398	292,659	729	693	865	814	851
Region 7W	1,319	960	865	662	591	885,875	682,027	693,531	560,052	512,807	672	710	802	846	868
Region 8	251	233	267	254	233	110,014	112,012	136,238	122,351	128,077	438	481	510	482	550
Region 9	827	591	424	363	324	435,784	332,188	276,753	240,311	221,038	527	562	653	662	682
Region 10	1,390	1,104	835	820	838	813,972	621,833	439,054	436,405	501,028	586	563	526	532	598
Region 11	15,728	14,305	13,141	14,007	14,742	17,686,086	16,046,684	13,501,749	14,933,827	19,946,847	1,124	1,122	1,027	1,066	1,353
Metro	**15,728**	**14,305**	**13,141**	**14,007**	**14,742**	**17,686,086**	**16,046,684**	**13,501,749**	**14,933,827**	**19,946,847**	**1,124**	**1,122**	**1,027**	**1,066**	**1,353**
Non-metro	**9,172**	**6,997**	**6,190**	**5,946**	**5,435**	**4,942,311**	**3,837,899**	**3,647,107**	**3,624,564**	**3,530,879**	**539**	**549**	**589**	**610**	**650**
Change from 2002 to 2006															
Metro					**-6%**					**+13%**					**+229**
Non-metro					**-41%**					**-29%**					**+111**

Attachment 3: MFIP Emergency Services

Recipients Served and Total and Average Dollars Expended by Region and County (CYs 2002-06)

	Recipients (Unique Cases)					Spending					Average Assistance				
County/Region	2002	2003	2004	2005	2006	2002	2003	2004	2005	2006	2002	2003	2004	2005	2006
Kittson	6	7	6	0	0	3,069	5,425	1,972			512	775	329		
Marshall	13	15	4	6	7	4,401	4,688	1,248	2,364	2,740	339	313	312	394	391
Norman	17	6	3	5	5	7,159	2,697	1,000	2,572	1,837	421	450	333	514	367
Pennington	19	11	7	6	10	6,511	4,740	4,050	2,137	4,635	343	431	579	356	464
Polk	217	155	43	50	76	91,586	71,281	16,964	16,412	41,116	422	460	395	328	541
Red Lake	3	4	12	2	6	610	1,068	4,400	819	2,586	203	267	367	410	431
Roseau	0	0	0	0	0										
Region 1	**275**	**198**	**75**	**69**	**104**	**$113,335**	**$89,899**	**$29,634**	**$24,304**	**$52,914**	**$412**	**$454**	**$395**	**$352**	**$509**
Beltrami	466	360	378	336	243	212,518	160,898	184,835	172,061	124,969	456	447	489	512	514
Clearwater	89	90	95	103	111	40,238	37,569	28,695	48,426	47,159	452	417	302	470	425
Hubbard	93	80	91	81	81	39,547	35,065	34,178	32,705	38,298	425	438	376	404	473
Lake of the Woods	8	5	2	3	4	2,102	3,657	1,119	1,709	2,256	263	731	560	570	564
Mahnomen	52	28	20	14	28	21,279	8,908	6,836	5,522	18,308	409	318	342	394	654
Region 2	**708**	**563**	**586**	**537**	**467**	**315,684**	**246,096**	**255,663**	**260,422**	**230,990**	**446**	**437**	**436**	**485**	**495**
Aitkin	98	95	58	63	54	39,208	34,917	34,387	38,695	35,577	400	368	593	614	659
Carlton	96	101	96	107	91	48,934	55,262	66,893	76,190	61,880	510	547	697	712	680
Cook	1	1	3	2	2	122	250	646	500	894	122	250	215	250	447
Itasca	89	60	103	37	61	39,403	32,460	46,449	19,044	36,280	443	541	451	515	595
Koochiching	27	34	43	44	39	9,321	13,536	19,596	17,992	17,077	345	398	456	409	438
Lake	30	33	23	24	20	19,119	14,181	20,043	16,757	16,360	637	430	871	698	818
St. Louis	1,155	992	967	975	835	552,588	494,763	524,590	588,354	529,014	478	499	542	603	634
Region 3	**1,496**	**1,316**	**1,293**	**1,252**	**1,102**	**708,695**	**645,370**	**712,604**	**757,534**	**697,083**	**474**	**490**	**551**	**605**	**633**
Becker	276	146	62	106	110	132,140	78,143	33,605	61,952	68,056	479	535	542	584	619
Clay	385	306	339	403	309	185,945	150,941	182,078	218,827	176,255	483	493	537	543	570
Douglas	31	20	45	83	158	6,902	7,244	25,783	63,793	107,468	223	362	573	769	680
Grant	15	16	0	0	0	7,328	8,104				489	506			
Otter Tail	192	137	87	95	92	79,366	60,780	49,190	57,102	63,678	413	444	565	601	692
Pope	10	11	19	22	14	5,438	4,850	9,647	12,000	11,531	544	441	508	545	824
Stevens	5	7	6	3	7	1,841	2,184	2,568	1,330	3,329	368	312	428	443	476
Traverse	15	10	26	19	22	5,248	4,976	13,346	9,198	12,908	350	498	513	484	587
Wilkin	42	47	33	40	40	25,252	22,435	13,836	25,241	34,340	601	477	419	631	859
Region 4	**971**	**700**	**617**	**771**	**752**	**449,459**	**339,656**	**330,053**	**449,444**	**477,565**	**463**	**485**	**535**	**583**	**635**

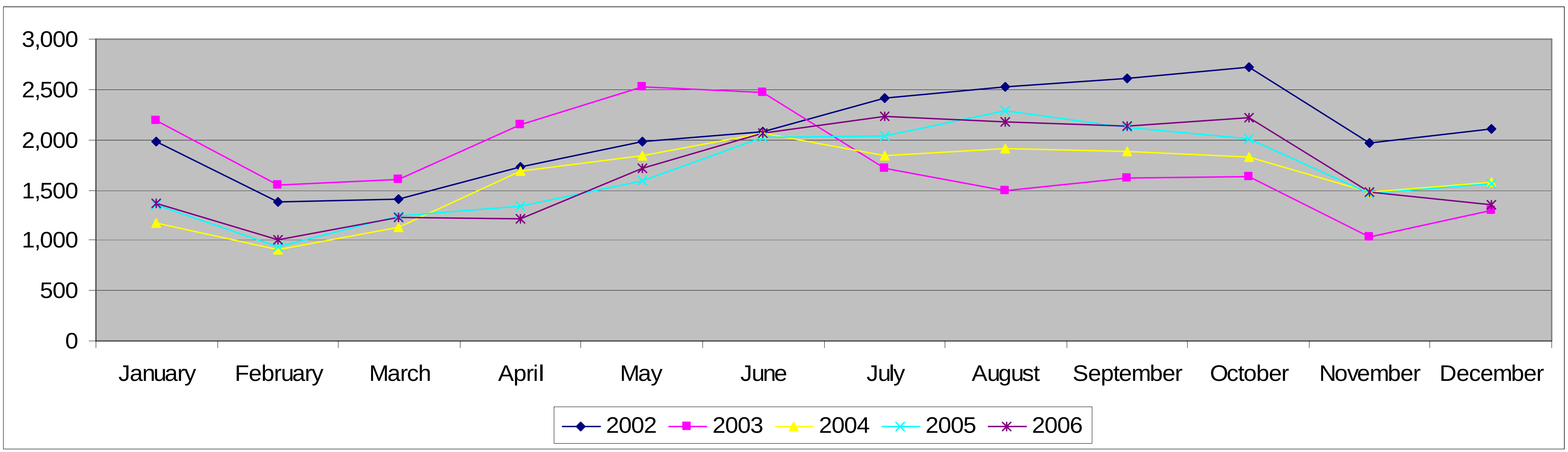
	Recipients (Unique Cases)					Spending					Average Assistance				
County/Region	2002	2003	2004	2005	2006	2002	2003	2004	2005	2006	2002	2003	2004	2005	2006
Cass	107	75	61	47	30	43,329	36,310	38,894	24,065	20,582	405	484	638	512	686
Crow Wing	196	100	148	121	100	96,178	51,580	81,073	70,549	62,703	491	516	548	583	627
Morrison	43	19	21	10	11	19,144	10,291	8,072	4,771	5,427	445	542	384	477	493
Todd	99	74	66	55	28	47,853	37,770	40,395	28,443	15,912	483	510	612	517	568
Wadena	102	68	60	46	48	49,732	31,440	25,220	17,493	24,068	488	462	420	380	501
Region 5	**547**	**336**	**356**	**279**	**217**	**256,237**	**167,390**	**193,654**	**145,322**	**128,692**	**468**	**498**	**544**	**521**	**593**
Kandiyohi	225	126	156	151	128	93,467	44,032	57,977	57,468	50,005	415	349	372	381	391
McLeod	115	64	42	64	49	64,194	32,412	21,913	34,301	26,017	558	506	522	536	531
Meeker	88	66	54	43	45	51,880	48,395	35,240	26,043	27,966	590	733	653	606	621
Renville	133	113	136	118	111	78,224	72,086	77,717	77,550	80,053	588	638	571	657	721
Region 6E	**561**	**369**	**388**	**376**	**333**	**287,766**	**196,925**	**192,847**	**195,362**	**184,041**	**513**	**534**	**497**	**520**	**553**
Big Stone	13	10	6	4	3	3,450	2,714	1,220	1,029	523	265	271	203	257	174
Chippewa	19	21	5	1	2	12,150	14,934	1,669	356	623	639	711	334	356	312
Lac Qui Parle	5	9	0	0	0	1,661	2,747				332	305			
Swift	30	34	18	14	10	17,466	14,042	9,528	7,079	5,510	582	413	529	506	551
Yellow Medicine	13	12	5	10	5	9,586	5,779	2,607	4,821	2,922	737	482	521	482	584
Region 6W	**80**	**86**	**34**	**29**	**20**	**44,315**	**40,216**	**15,024**	**13,286**	**9,577**	**554**	**468**	**442**	**458**	**479**
Chisago	153	118	168	147	124	133,987	100,011	161,842	139,377	125,451	876	848	963	948	1,012
Isanti	190	131	115	168	102	155,070	94,934	104,714	132,299	93,414	816	725	911	787	916
Kanabec	62	43	18	24	23	39,599	28,697	13,469	19,560	18,012	639	667	748	815	783
Mille Lacs	121	72	48	53	34	87,715	43,167	39,397	41,841	25,499	725	600	821	789	750
Pine	163	130	60	69	61	86,125	75,668	34,544	42,320	30,284	528	582	576	613	496
Region 7E	**689**	**494**	**409**	**461**	**344**	**502,496**	**342,475**	**353,965**	**375,398**	**292,659**	**729**	**693**	**865**	**814**	**851**
Benton	149	133	86	61	80	108,651	87,280	58,365	51,221	64,428	729	656	679	840	805
Stearns	502	398	485	402	281	355,140	296,463	375,221	339,597	248,315	707	745	774	845	884
Wright	506	281	176	79	68	303,645	202,487	168,515	70,491	69,414	600	721	957	892	1,021
Sherburne	162	148	118	120	162	118,439	95,797	91,430	98,742	130,650	731	647	775	823	806
Region 7W	**1,319**	**960**	**865**	**662**	**591**	**885,875**	**682,027**	**693,531**	**560,052**	**512,807**	**672**	**710**	**802**	**846**	**868**

	Recipients (Unique Cases)					Spending					Average Assistance				
County/Region	2002	2003	2004	2005	2006	2002	2003	2004	2005	2006	2002	2003	2004	2005	2006
Cottonwood	56	50	57	53	46	24,927	24,571	31,752	27,414	27,887	445	491	557	517	606
Jackson	17	16	36	32	27	8,903	6,108	16,920	14,082	15,732	524	382	470	440	583
Lincoln	10	7	3	2	5	5,242	3,953	3,612	822	3,539	524	565	1,204	411	708
Lyon	60	57	59	53	37	27,522	28,649	31,493	29,159	22,979	459	503	534	550	621
Murray	14	16	20	11	9	5,660	6,947	8,055	6,027	5,477	404	434	403	548	609
Nobles	15	23	26	31	46	5,182	6,316	9,873	11,298	20,837	345	275	380	364	453
Pipestone	21	14	13	26	16	8,111	9,012	5,422	15,661	6,476	386	644	417	602	405
Redwood	38	36	38	34	31	17,469	19,421	17,145	12,824	13,143	460	539	451	377	424
Rock	20	14	15	12	16	6,998	7,034	11,966	5,064	12,007	350	502	798	422	750
Region 8	**251**	**233**	**267**	**254**	**233**	**110,014**	**112,012**	**136,238**	**122,351**	**128,077**	**438**	**481**	**510**	**482**	**550**
Sibley	48	41	26	19	11	27,415	26,920	14,765	14,219	9,485	571	657	568	748	862
Blue Earth	205	106	108	79	76	108,407	69,214	88,757	62,456	67,533	529	653	822	791	889
Brown	93	100	68	69	75	56,665	58,004	38,629	40,976	45,587	609	580	568	594	608
Faribault	43	47	17	14	9	23,649	20,698	8,962	7,891	5,716	550	440	527	564	635
Le Sueur	58	51	37	31	29	28,885	30,607	21,323	21,479	20,274	498	600	576	693	699
Martin	52	37	37	25	18	22,591	25,052	20,239	13,121	10,665	434	677	547	525	592
Nicollet	209	140	94	77	71	90,098	69,799	66,994	59,275	47,052	431	499	713	770	663
Waseca	100	58	28	42	25	70,505	27,954	13,854	17,573	10,566	705	482	495	418	423
Watonwan	19	11	9	7	10	7,568	3,941	3,229	3,322	4,160	398	358	359	475	416
Region 9	**827**	**591**	**424**	**363**	**324**	**435,784**	**332,188**	**276,753**	**240,311**	**221,038**	**527**	**562**	**653**	**662**	**682**
Dodge	33	35	30	37	48	25,544	25,211	22,164	25,660	36,607	774	720	739	694	763
Fillmore	73	70	59	62	62	36,536	38,260	33,995	34,196	42,851	500	547	576	552	691
Freeborn	81	65	57	50	47	34,989	28,138	31,988	28,820	26,757	432	433	561	576	569
Goodhue	50	27	12	28	28	24,113	12,986	6,283	12,845	15,872	482	481	524	459	567
Houston	62	66	30	37	27	41,964	35,277	11,233	17,568	16,352	677	534	374	475	606
Mower	121	59	64	80	76	48,309	24,027	32,643	40,302	42,575	399	407	510	504	560
Olmsted	626	476	309	289	320	400,395	274,174	156,871	149,886	185,851	640	576	508	519	581
Rice	78	56	29	21	13	52,980	38,575	16,766	13,456	7,895	679	689	578	641	607
Steele	97	98	87	60	70	55,918	62,183	47,767	27,954	39,349	576	635	549	466	562
Wabasha	39	48	55	45	42	15,831	25,149	21,797	20,959	20,951	406	524	396	466	499
Winona	130	104	103	111	105	77,393	57,855	57,548	64,760	65,969	595	556	559	583	628
Region 10	**1,390**	**1,104**	**835**	**820**	**838**	**813,972**	**621,833**	**439,054**	**436,405**	**501,028**	**586**	**563**	**526**	**532**	**598**

	Recipients (Unique Cases)					Spending					Average Assistance				
County/Region	2002	2003	2004	2005	2006	2002	2003	2004	2005	2006	2002	2003	2004	2005	2006
Anoka	832	923	1,124	989	732	775,140	775,793	872,478	765,341	731,435	932	841	776	774	999
Carver	106	57	28	20	19	71,823	46,833	25,000	17,117	20,809	678	822	893	856	1,095
Dakota	1,860	977	971	1,039	939	883,030	885,018	977,430	990,624	1,093,525	475	906	1,007	953	1,165
Hennepin	8,052	7,487	6,478	7,081	8,655	10,557,362	8,993,023	7,134,777	8,165,349	12,911,050	1,311	1,201	1,101	1,153	1,492
Ramsey	4,127	4,484	4,316	4,674	4,226	4,693,661	4,977,786	4,253,122	4,769,823	4,995,558	1,137	1,110	985	1,021	1,182
Scott	113	73	32	39	32	91,490	62,593	31,634	30,374	34,327	810	857	989	779	1,073
Washington	638	304	192	165	139	613,579	305,639	207,308	195,198	160,143	962	1,005	1,080	1,183	1,152
Region 11	**15,728**	**14,305**	**13,141**	**14,007**	**14,742**	**17,686,086**	**16,046,684**	**13,501,749**	**14,933,827**	**19,946,847**	**1,124**	**1,122**	**1,027**	**1,066**	**1,353**
Metro (Region 11)	**15,728**	**14,305**	**13,141**	**14,007**	**14,742**	**17,686,086**	**16,046,684**	**13,501,749**	**14,933,827**	**19,946,847**	**1,124**	**1,122**	**1,027**	**1,066**	**1,353**
Non-metro	**9,172**	**6,997**	**6,190**	**5,946**	**5,435**	**4,942,311**	**3,837,899**	**3,647,107**	**3,624,564**	**3,530,879**	**539**	**549**	**589**	**610**	**650**
Minnesota	**24,900**	**21,302**	**19,331**	**19,953**	**20,177**	**$22,628,397**	**$19,884,583**	**$17,148,856**	**$18,558,390**	**$23,477,727**	**$909**	**$933**	**$887**	**$930**	**$1,164**

Attachment 4: MFIP Emergency Services

Trends of Recipients Served by Month and Year (CYs 2002-06)



Attachment 5: MFIP Emergency Services

Type, Frequency, Amount and Average Emergency Services Issuance
Comparison of CYs 2002 and 2006

Type of Emergency Issuance	Frequency of Issuance						Amount of Issuance						Avg. Issuance	
	2006		2002		Change 2002-06		2006		2002		Change 2002-06		2006	2002
Utility Shut-off	11,482	37.3%	5,864	19.9%	5,618	95.8%	$7,765,747	32.9%	$2,971,225	13.1%	$4,794,522	161.4%	$676	$507
Permanent Housing	9,673	31.5%	11,233	38.1%	-1,560	-13.9%	8,044,296	34.1%	9,002,727	39.8%	-958,430	-10.6%	832	801
Damage Deposit	5,869	19.1%	8,065	27.4%	-2,196	-27.2%	4,137,656	17.5%	7,031,553	31.1%	-2,893,896	-41.2%	705	872
Shelter	2,772	9.0%	3,114	10.6%	-342	-11.0%	2,631,708	11.2%	2,317,293	10.2%	314,415	13.6%	949	744
Replacement	279	0.9%	277	0.9%	2	0.7%	236,640	1.0%	268,553	1.2%	-31,913	-11.9%	848	970
Foreclosure	194	0.6%	252	0.9%	-58	-23.0%	433,852	1.8%	514,607	2.3%	-80,755	-15.7%	2,236	2,042
Other	145	0.5%	1		144		51,219	0.2%			51,219		353	
Moving Exp	102	0.3%	222	0.8%	-120	-54.1%	31,369	0.1%	52,715	0.2%	-21,346	-40.5%	308	237
Transportation	84	0.3%			84		42,066	0.2%			42,066		501	
Temporary Housing	78	0.3%	210	0.7%	-132	-62.9%	72,060	0.3%	149,104	0.7%	-77,044	-51.7%	924	710
HH Furnishings	41	0.1%			41		136,792	0.6%			136,792		3,336	
Home Repair	18	0.1%	105	0.4%	-87	-82.9%	16,340	0.1%	174,581	0.8%	-158,241	-90.6%	908	1,663
Employment Exp	4	0.0%			4		991	0.0%			991		248	
Child Care	3	0.0%			3		1,103	0.0%			1,103		368	
After Hours Shelter	1	0.0%	117	0.4%	-$116	-99.1%	$122	0.0%	$145,515	0.6%	-$145,393	-99.9%	$122	$1,244
Clothing	1	0.0%			1		50	0.0%			50		50	
Total	30,746	100.0%	29,460	100.0%	1,286	4.4%	$23,602,011	100.0%	$22,627,872	100.0%	$974,139	4.3%	$768	$768