

# Frequently Asked Questions During COVID-19

## **Who can use the food shelf?**

You can! Anyone, including seniors, singles, adult-only households or families living in MN ISD #200. If you have been laid off or furloughed, you can receive groceries and use your resources for other bills/basic needs.

## **How do I get food if I need it? Do I need to meet with someone?**

Call (651) 437-7134 to schedule a pick-up at the HFS drive-thru Food Shelf. All paperwork is done confidentially over the phone and you will not see staff or volunteers during your no-contact pick-up.

## **What information will be requested of me?**

You will be asked your name, address, age, # in family, phone number, email address, interest in receiving the Service Scoop, combined household income, is this your first time at HFS, and what non-food items would you enjoy.

## **What type of food will I get?**

Dairy, meat, fresh produce, bread, shelf stable foods, personal care items



This is typical of what is included in a pre-packed grocery pick-up for a family of four.

## **Can I get transportation assistance to and from a food shelf appointment?**

Yes. We are currently working with Transit Link to provide free food shelf deliveries when needed. Ask about delivery when making your food shelf appointment.

## **I am interested in Meals on Wheels; how does that work?**

During Covid 19, a combination of fresh hot meals, frozen and grocery style meals are delivered each Monday for the week. Please call (651) 404-1548 for more information. The hot meal cost is \$5.20 and the frozen and grocery meals are \$4.00 each. SNAP is also accepted to cover the cost of meals.

## **What other food resources are available through the county?**

- **SNAP** - Supplemental Nutritional Assistance Program. Provides food support (formerly known as food stamps) for income eligible individuals. Applications for food benefits and renewals can be submitted on <https://applymn.dhs.mn.gov>.
- **NAPS** - Nutritional Assistance Program for Seniors. Free, nutritious food for seniors 60+. Provided monthly. Easy to enroll - call Mary Kocak at Hastings Family Service (651) 437-7134. Income eligibility: total gross monthly income for 1 person \$1383 or under or 2 persons \$1868 or under
- **WIC** - Women Infant Children; Call (952) 891-7525

For more info, call Dakota County at (651) 554-5611 to schedule an over-the-phone application appointment.

## **How does financial assistance work through HFS?**

Grants available for eligible applications to assist with some expenses including housing, utilities, car-related, gas to get to school, work/medical appointments and prescriptions. Call (651) 437-7134 for more information.

**Additional information/resources** are available at [www.hastingsfamilyservice.org](http://www.hastingsfamilyservice.org) on issues like health insurance, utility bills, housing/homelessness, stimulus information and other county assistance options.

## Additional Information/Resources

### I have been laid off and I no longer have insurance, how do I apply for MNsure?

- Online at [MNsure.org](http://MNsure.org) (Be sure to remember your passwords)
- Dakota County MNsure line (651) 554-6696 or [eeamnsure@co.dakota.mn.us](mailto:eeamnsure@co.dakota.mn.us)

### I cannot pay my utility bill, what assistance might be available?

- Community Action Partnership Energy Assistance – Assistance with electric (651) 322-3500 Option 4 or [www.capagency.org](http://www.capagency.org)
- Dakota County Emergency Assistance: Applications for cash and emergency program benefits can be submitted <https://applymn.dhs.mn.gov>. Call (651) 554-5611 to schedule an over-the-phone application appointment or for more information.
- Energy CENTS Coalition: Assists with Xcel Energy and Center Point Natural Gas (651) 774-9010

### What are the housing options available right now?

- Dakota County Housing Crisis Line: (651) 554-5751
- Dakota County Community Development Agency CDA (651) 675-4400
- Community Action Partnership Housing and Emergency Services (952) 496-2125 Option 1
- Housing Link: [www.housinglink.org](http://www.housinglink.org)

### I am homeless, what do I do?

- Matrix (Pop up Homeless Shelter in Dakota County): (651) 319-2153
- Ally (Homeless street outreach): (651) 302-4471

### Where can I go to fax or make copies?

- Coborns: Printing: 7 cents a page. Faxing: \$1 for first page, 50 cents for each additional
- UPS: Printing: Black and White- 25 cents a sheet. Faxing: \$1.50 for 6 pages, additional \$1 for every sheet after 6. Printing from email available.
- Pleasant Hill Library: Scanning: Free, Copies 15 cents, Faxing: \$1.00

### How to get information about my taxes/stimulus check?

- Check for your payment here: <https://www.irs.gov/newsroom/how-to-use-the-tools-on-irsgov-to-get-your-economic-impact-payment>