Specialty Areas for Senior Human Services Representatives

# Shelter Team

The Shelter Team works with precariously housed and homeless families and single adults in Hennepin County. The team develops case plans with families and works closely with internal and community partners. Their primary focus is on reducing the length of stay in shelters and increasing the number of families moving from shelters to permanent housing.

# Emergency General Assistance Team

The Emergency General Assistance team will work with residents who are at risk of experiencing homelessness or a loss of a basic shelter need. Some of the common activities for this team will be:

* Proactively contact residents and third parties to aid in the resolution of the emergency
* Accurately apply policy and procedures for eligibility of emergency general assistance
* Connect and build relationships with other Hennepin County departments and community agencies to assist residents
* Actively participate in ongoing system change efforts to build an easier and more integrated experience for residents who need help with housing
* Connect with residents in a variety of ways and potentially at a variety of locations
* Maintain knowledge of policy and procedures of other eligibility programs to support reviewing the case holistically

# Emergency Assistance Team

The Emergency Assistance Team interviews and processes applications for families who are in a financial crisis that poses a direct threat to the physical health or safety of a child under the age of 18.

# Youth Eligibility Team (YET)

The YET team works across Hennepin County to ensure qualifying youth receive and maintain benefits. YET maintains a caseload of both single youth under the age of 20 and pregnant and parenting youth under the age of 20.

# METs Team

The Team is responsible for determining initial and ongoing eligibility for all health care in the new system - METS. The work involves a high volume of phone interactions and working in a new and changeable system

# Quality Management Team (QMT)

The Quality Management Team (QMT) members have extensive knowledge of assistance programs, systems, and tools used to determine initial and ongoing eligibility. QMT provides information and answers needed to complete quality casework. The QMT assists with corrective action plans, case reviews, training, communications, and serves as liaisons to outside auditors.

**Housing Support Team**

The Housing Support Unit determines initial and ongoing eligibility for residents residing in GRH funded housing. They will work with all populations and a variety of housing types.

**LTC+ Team**

The team determines health care eligibility and provides ongoing case maintenance for residents in long term care facilities and for residents receiving services through home and community-based waiver programs.