

HENNEPIN COUNTY

MINNESOTA



hennepin.us

2023
Snapshot

Public Service

With more than 1.2 million residents, Hennepin County provides essential services across urban, suburban, and rural landscapes.



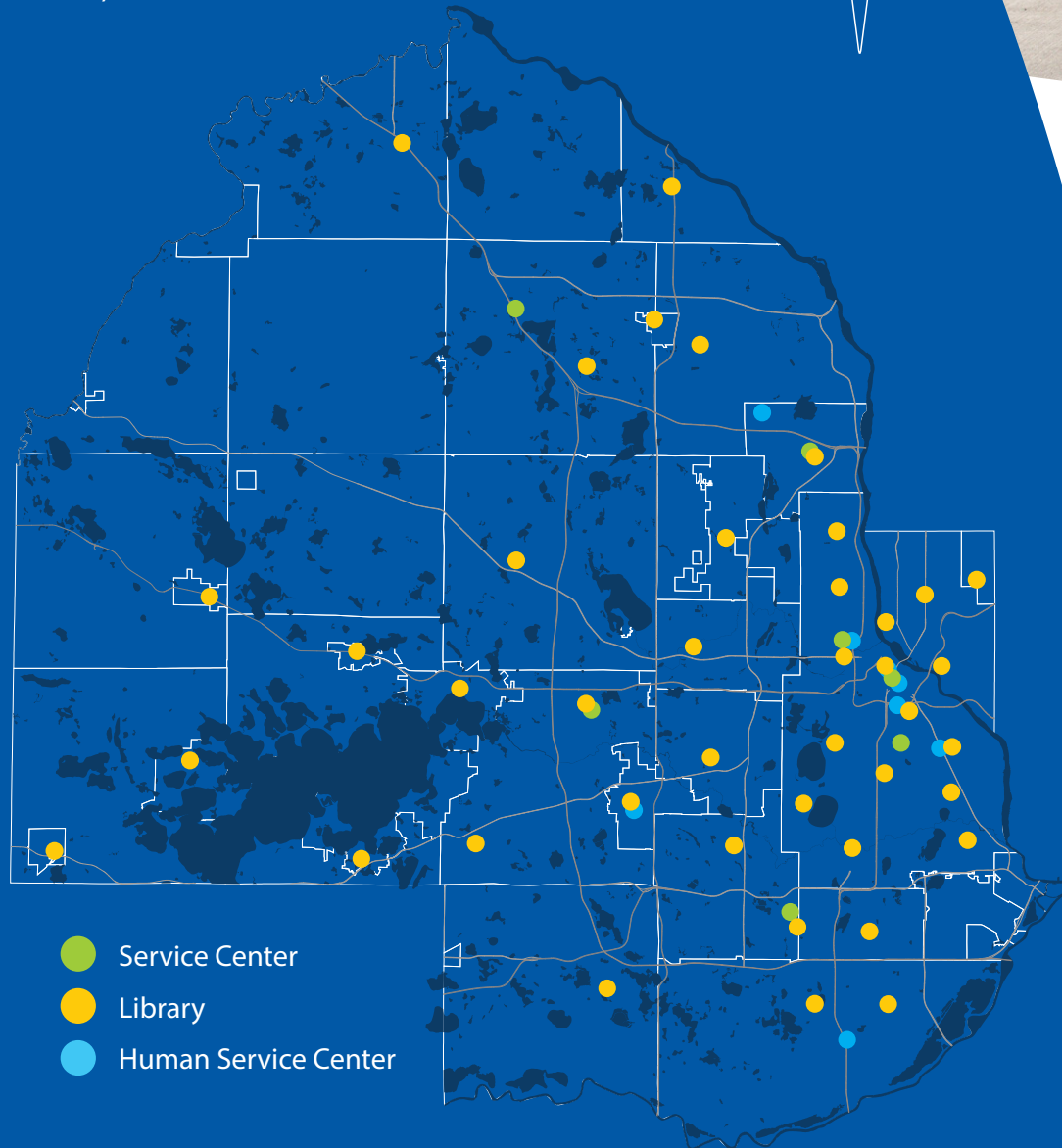
11.7 million
library checkouts



790,000+
registered voters



500,000+
Service Center transactions



In service to our residents

Residents seek out tens of millions of transactions and engagements each year. Many of these transactions are fundamental parts of civic life: voting, property transfers, driver's license renewals,

and vital records. Others are rooted in equity, providing individualized and innovative human services to support Hennepin County's most vulnerable residents.



“We all do better, when we all do better.”
— Paul Wellstone

Hennepin County’s North Star or directional path is to *Serve Residents*.

As a large urban county — Hennepin County is the 33rd largest county by population out of 3,100 counties in the United States — we have an opportunity to serve millions.

Hennepin County has long been grounded in serving residents by working with community, delivering services, and impacting system changes to create opportunity for all residents. For the last decade, thousands of committed county employees have focused on developing innovative strategies and creating powerful solutions around seven interconnected disparity domains: connectivity, education, employment, health, housing, income, and justice. The domains provide a foundation for our organization’s work to reduce disparities. We know that there are complex reasons that lead to residents needing our assistance.

Our refreshed mission, vision and, values reaffirm our commitment to disparity reduction. Our strategies focus on proactively responding to the many challenges our residents face and creating options and opportunity.

We act boldly and responsibly in the stewardship of our resources and are using data to track, measure, and evaluate effectiveness and impact of services. The continued investment in data is a key strategy to ensure we make progress in each domain.

I would like to thank our dedicated employees who serve our residents with compassion and make Hennepin County a great place to work and live. In addition, I am grateful for the leadership provided by the Hennepin County Board of Commissioners.

I am proud to introduce this “2023 Snapshot” representing several of the innovative strategies Hennepin County pursued during 2023. To learn more about Hennepin County and the work we do, please visit hennepin.us.

David J. Hough
Hennepin County Administrator



Connectivity

Providing physical and digital connections is key

We are advancing transit, multi-modal options, safety, and accessibility on our transportation network, which is a core service to connect people to health care, employment, housing, and education. Engagement with our communities and project stakeholders is critical in the design and delivery of transportation projects

to ensure we are designing solutions that meet people's needs. Providing physical and digital connections is key to linking our residents to services, opportunities, and their community.

Hennepin County ensures our technology, transit, and transportation systems are accessible, affordable, and climate ready.



251
ADA compliant
pedestrian ramps



4.2 miles
of facilities
for people biking



55,000
residents enrolled
in Affordable
Connectivity Program



Anti-displacement initiative

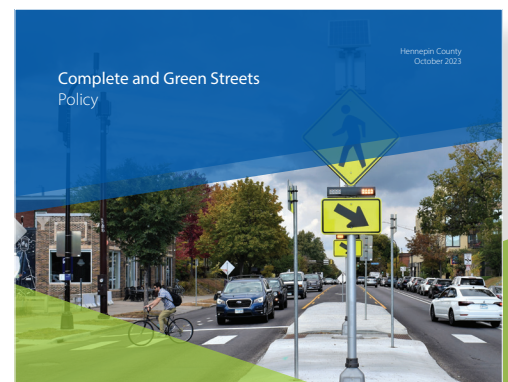
In 2023, Hennepin County led an effort to bring together cities, organizations and community leaders along the Metro Blue Line Extension route for a first-of-its-kind anti-displacement initiative. A community-led work group met for more than a year and released a comprehensive report with a set of robust recommendations to prevent displacement and build community prosperity along the corridor. The county continues to lead efforts with a wide variety of partners to advance these recommendations.

Broadband and digital inclusion

Hennepin County distributed computers to residents, partnered with cities to build broadband infrastructure, and enrolled residents in the Affordable Connectivity Program to provide households with low income with affordable internet.

Complete and Green Streets Policy adopted

The Complete and Green Streets vision is to provide a safe transportation network that offers strong connections through multiple modes, respects the environment, and improves the health and quality of life for all who live, work, or visit here. By promoting all modes, we can reduce transportation disparities while improving health and livability for our residents.



10/24/2023

County Board approves
Complete and Green Streets Policy



Education

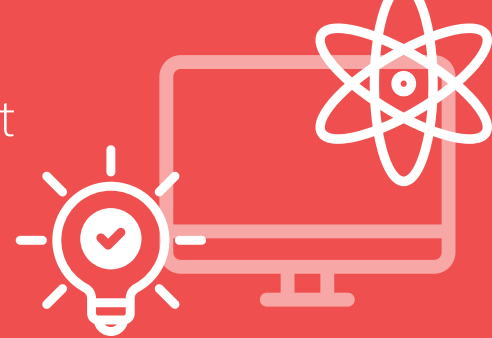
Promoting learning and providing access to opportunities

Hennepin County supports education by providing an extensive array of services to assist individuals and families throughout their lives from early childhood learning to adult education and pathways.

With a holistic approach to education, the county focuses on improving

individual outcomes and addressing learning disparities through strategic planning. In collaboration with local communities, organizations, and institutions, Hennepin County provides resources, support, and funding for a variety of education initiatives and programs.

Hennepin County supports greater achievement and whole-being outcomes for youth and families through educational success.



7,500
library programs
provide learning opportunities
for children and adults



16,000
tutoring sessions
for K-12 students



\$3 million
dedicated to support families
identified by schools with rental
assistance to prevent homelessness

Promoting literacy

Hennepin County Library has launched Let's Read, a K-5 literacy program offering free in-person reading support for students at five pilot library sites. Students and trained volunteer tutors meet weekly one on one to work on grade-level reading skills.

Individualized K-12 support

Education Support Services (ESS) provides voluntary academic support, mentorship, tutoring, and GED preparation to help students achieve their goals. Services are provided virtually and in person, and are available in English, Hmong, Somali, and Spanish.

Drop-in homework help is also available at 17 library locations. Nearly 90% of students served live in households that speak languages other than English, and 99% of students report feeling more confident in their schoolwork.

Stable housing for young learners

Hennepin County supports multiple school-to-housing programs through partnerships, direct funding, and case management services. Children experiencing housing instability face significant challenges in maintaining school connection and attendance. In 2023, Hennepin County committed \$3 million to support multi-year rental assistance programs, to help students and their families attain housing stability.



87,000
new library cards
issued this year



Employment

Pathways and prospects

Leveraging employment strategies to improve employment prospects for residents can lead to many positive impacts in other domains. The county plays a role as both a leader in services and as an employer across employment strategies.

By prioritizing career development opportunities, Hennepin County can

position itself as a destination employer. The county not only offers a robust Total Rewards program, but also invests in employee growth and advancement through training, mentorship opportunities, tuition reimbursement, and pathways for promotion and advancement.

Hennepin County promotes meaningful employment opportunities that provide a living wage and comprehensive benefits.



210

people referred
to employment and training for
people exiting homelessness pilot



+\$9.05/hr

wage increase
for workforce development
program participants

89%

Pathways hires
remain in their role
for more than 1-year

Careers in public service

Hennepin's Pathways are customized educational programs designed to train job seekers for in-demand positions. Since 2014, Hennepin County has trained over 700 people, hired over 400, and promoted 160 from Hennepin's Pathways programs, with nearly 45 graduates hired in 2023. There are currently over 30 distinct pathway job training opportunities with an average wage of \$21.50/hour.

Pathways hires are diverse and reflect Hennepin County; more than 60% of hires identify as a person of color, many are multilingual, veterans, or immigrants. Hennepin also engages youth with public sector work experiences through many community partners including Step-Up, BrookLynk, and Urban Scholars. In 2023, 159 youth participated in these programs.

Employment and homelessness

The Employment & Training Services for People Exiting Homelessness Program provides low-barrier employment services focused on career readiness, skills training, and occupational learning. The program helps participants get and keep jobs; income earned improves success in obtaining and maintaining housing and achieving self-sufficiency.

Federal and state funded workforce development programs

Hennepin oversees federal and state funded workforce development programs including MFIP, SNAP E&T, Diversionary Work Program, WIOA Adult and Youth, Dislocated Worker Program, and the Hennepin-Carver Workforce Development Board. Over 6,000 residents are currently enrolled in these programs.



59 people received driver's licenses

or state IDs prior to release from the Adult Correctional Facility.
Having an official ID is fundamental to gaining employment eligibility.



Health

Improving the health of our communities

The County Board's declaration of racism as a public health crisis recognizes that communities of color have worse outcomes in health due to systemic racism,

lower income, lower education attainment, and lack of access to physical and mental health care.

Hennepin County provides access to high quality, affordable services that promote whole health and wellbeing.



202 million+

impressions

for See Mental Health campaign



1,111

reversed opioid overdoses
by naloxone kits given out by
the Public Health Clinic



\$14 million

distributed in support
of food insecurity

Food access

Over the last four years, Hennepin County has distributed nearly \$14 million in funds to address food insecurity. Human Services and Public Health has worked with community partners to create food access in a variety of locations. This work aims to provide healthy, culturally appropriate foods to residents. In addition, a framework for a Food Security Partners Network was developed to continue supporting creating food access for our communities.

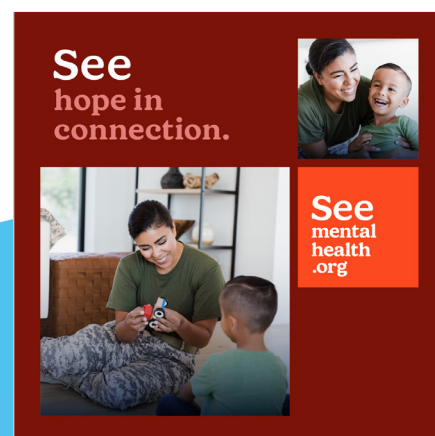
Harm reduction and opioid intervention

Naloxone is a medication used to reverse opioid overdoses. It is distributed as a part of the Syringe Services Program offered at our Public Health Clinic. The program's goal is to connect people who inject drugs to necessary resources to reduce the risk involved with injection drug use in a setting that is welcoming, client-centered, harm reduction-focused, and nonjudgmental all in a way that reflects the needs of the community.

Mental health awareness

Hennepin County launched a \$1.7 million mental health awareness campaign aimed at normalizing mental health conversations and reducing stigma through education and connections. The call to truly See Mental Health earned more than 202 million total impressions, ensuring people were reached multiple times in a variety of ways. Digital impressions alone totaled 48,971,291, and the See Mental Health team participated in 36 community events engaging more than 8,000 people in person across Hennepin County.

See Mental Health
campaign materials.





Housing

Creating and preserving affordable housing

As one of several major organizations working to address housing needs in the region, Hennepin County plays a unique role as both a funder of affordable housing and a provider of human services, helping to create housing opportunities and guide people into those opportunities.

That includes financing affordable housing through strategic investments across a continuum of housing types and income levels. Alongside public and private sector partners, the county supports residents and works to make experiences of homelessness rare, brief, and nonrecurring.

Hennepin County opens doors to safe, stable, affordable, permanent housing.



\$1.2 million

approved to expand
homebuyer assistance program



2,131

affordable rental housing
units financed



839

people received
case management services
Streets to Housing program

Homebuyer assistance program

Hennepin County's homebuyer assistance program began in 2020 as a pilot program for populations disproportionately impacted by systemic barriers to homeownership. This pilot helped 20 Hennepin County residents purchase their first home, 85% of whom identified as African American. In 2023, the Hennepin County Housing and Redevelopment Authority (HCHRA) launched its first designated fund for homeownership assistance, constituting its largest annual investment in homeownership.

Streets to Housing

Streets to Housing works with single adults, youth, and families who are living in places unfit for human habitation, such as outside, in their vehicles, or in encampments. More than 50% of program participants attained permanent housing in 2023.

Metro and University Inns

The HCHRA finalized sales of the former Metro and University inns in fall 2023 to Agate Housing and Services and Property Solutions and Services with 30-year forgivable mortgages and deed restriction. Together, the former motels will create a total of 83 housing units affordable to people making 30% of the area median income (AMI). Units will rent between \$425-\$550 per month.

Metro Inn

Part of our \$190 million investment in creating affordable housing opportunities for residents.





Income

Building opportunities for wealth

Income is foundational to self-sufficiency and opportunity. Income pays for basic needs and is critical for establishing wealth and growing assets. Significant gaps exist in median household incomes for Black, Indigenous, and Latino households, which means lifelong disparities in access to economic opportunity and wealth creation.

Small businesses account for the majority of jobs in Hennepin County and are a key way for people to build wealth, but significant disparities in business ownership by people of color reduce employment and wealth building opportunities in communities of color.

Hennepin County helps develop an inclusive and equitable economy that gives individuals and businesses of every size the opportunity to prosper.



2,444
businesses served
by Elevate Hennepin



26,400+
consulting hours
by Elevate Hennepin



\$42.6 million
county dollars spent
with BIPOC-owned small businesses

Rescue to sustained support

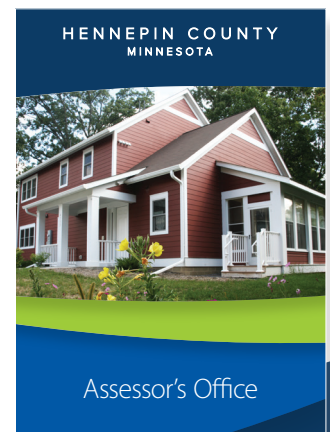
Started during the pandemic, Elevate Hennepin has become an essential platform for a wide range of businesses in our community—one that connects business owners to a robust group of tools, professional resources, and guidance from experts in various fields. The mission: To empower entrepreneurs, advance inclusive development, and engage partners to create sustainable and livable communities throughout Hennepin County.

One-on-one advising for every stage, every group

The core offering of Elevate Hennepin is access to more than 30 expert consultants from across business categories like marketing, business planning, financial management, and legal. Hennepin County entrepreneurs can work with each advisor for 25 hours of service at no cost. These advisors are representative of the diverse business community and are ambassadors to an array of business leaders across the county.

Promote diversity in contracts

The county continues to expand strategies that promote contracting with small businesses, BIPOC and women-owned businesses, and emerging organizations. This includes proactively supporting newer and smaller contracted vendors so they are successful in providing goods and services to the county and residents while meeting contracting requirements.



The Assessor's Office

adopted an outreach strategy to engage property owners and increase participation in tax benefits like the Homestead Property Tax exemption and refund programs.



Justice

Interconnected and committed to disparity reduction

The justice system is a complex, interconnected partnership of state, county, and local authorities with different roles and functions. Hennepin County departments share common goals and

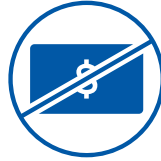
a commitment to move forward in a way that recognizes racism as a public health crisis while fulfilling their individual obligations to county residents.

Hennepin County supports a justice system that is equitable and prioritizes individual wellbeing and community safety by advancing early intervention and prevention strategies.



45

staff embedded
with law enforcement,
serving 44 cities



\$2.8 million

costs and fees eliminated
by Department of Community
Corrections and Rehabilitation

+87%

housing court
cases

handled by
Adult Representation Services

Adult Representation Services celebrates five-year anniversary

The department grew from two staff and 1,000 cases in its first year to 76 staff and more than 6,800 cases in 2023. Most of the growth came in the housing court area as the county worked to help people facing eviction. Adult Representation Services provides free legal representation and services to eligible county residents in civil legal matters.

Justice and health

The 911 and Police Embedded Social Worker Program was formed with five social workers in 2019, with a goal of reducing criminal justice system involvement and creating timely access to social services for behavioral health calls. As of 2023, the program has expanded to a total of 45 positions available across Hennepin County.

Hennepin County Sheriff's Office

In 2023, the Hennepin County Sheriff's Office (HCSO) focused both on violent crime reduction and community outreach. Major Crimes Task Forces seized 447 illegally possessed firearms, over 12,000 grams of powder fentanyl, and over 135,000 counterfeit fentanyl pills.

The HCSO also attended over 500 community events and established several youth engagement initiatives, including Law Enforcement Exploring, D.A.R.E., and the agency's first Youth Community Advisory Board.

Sheriff's deputies at a community event



Hennepin County

Mission

**To serve residents through
transformative services that**

reduce disparities
eliminate inequities
create opportunity for all

Vision

A community where

All people are **healthy**

All people are **valued**

All people **thrive**

Where we value

People First

People are our purpose. Residents are at the center of everything we do, and our employees are our greatest asset.

Stewardship

We act boldly in the stewardship of our resources and environment.

Integrity

We act with the highest ethical principles and demonstrate professionalism and personal responsibility in our service to community.

Equity

We are committed to the shared responsibility of advancing policies and practices that promote equal access, outcomes and opportunities for all.

Innovation

We drive innovation in policies, services and programs to achieve the best possible outcomes for people.



Hennepin County Government



10,000
dedicated employees



\$2.6 billion
operating budget



104 worksites
and points of service



Hennepin County

When we start our work from this shared perspective and hold ourselves to these commitments, we are following our call to help and honor the very people we've been entrusted to serve.

hennepin.us

