

Metro HRA Response to COVID-19

The Metro HRA's goal is to follow guidance issued by the State of Minnesota and the Minnesota Department of Health to help reduce the spread of COVID-19, known as the coronavirus, while continuing to provide the best service possible. The Metro HRA has implemented the following temporary service changes:

On-time rent payments

Rent assistance payments will continue to be distributed on the first of each month. We do not expect any delay in payments.

Income and rent changes

Income and rent changes will be processed expeditiously for program participants experiencing income reductions. If you are experiencing a layoff due to the Governor's Executive Order, you have access to unemployment benefits. You are encouraged to apply online at www.uimn.org. Please contact your HRA coordinator via AssistanceConnect or email with income change requests. All requests will be processed in the order received and in a timely manner.

No in-person appointments

The Metro HRA is canceling all in-person appointments. All intake and recertifications will be processed through AssistanceConnect and through the mail. Metro HRA will be contacting program participants with previously scheduled appointments with updates and next steps.

Inspections

Annual inspections are being suspended until further notice. New move-in inspections, emergency inspections and units that were skipped in 2019 based on biennial status will continue. The Metro HRA will be testing some alternative, virtual inspection methods such as through Webex and FaceTime. If your unit will be inspected, you will receive a letter notifying you of the inspection appointment.

No walk-ins

With an abundance of caution for customers and reduced staffing during the COVID-19 outbreak, the Metro HRA will not serve walk-in customers until further notice. Please contact your coordinator via AssistanceConnect, email, or phone.

Summary

The key is to manage the growth and spread of COVID-19 and keep our customers and employees healthy and safe. We appreciate your flexibility and patience as we continue to provide critical services. We will communicate any additional service changes and will monitor guidance from the State of Minnesota. You may also see any updated information on our website, www.metrohra.org. For regular updates on the Metropolitan Council's response to the COVID-19, visit www.metrocouncil.org/covid19 and sign-up for email updates. We encourage you to stay safe, monitor your health and follow guidelines recommended by the Minnesota Department of Health.