

EMERGENCY ASSISTANCE

Help with rent/mortgage and utilities.



You may be concerned about interruptions in your income and paying your bills. Ramsey County is here to help with Emergency Assistance (EA) and Emergency General Assistance (EGA).

Emergency Assistance helps adults with children, and pregnant women. Emergency General Assistance helps adults without children.

EA and EGA help with shelter, such as past due rent, a damage deposit, or to stop foreclosure. EA and EGA also help pay for utilities, when there is threat of disconnection. Utilities include electricity, heat, and water.

ASSISTANCE ELIGIBILITY

In general, if you have not had EA/EGA help in the last 12 months, and you do not have enough resources to resolve your crisis, you may be eligible. You must show you have enough income to pay bills moving forward.

APPLY FOR EMERGENCY HELP | CALL 651-266-4444

If you ARE receiving public assistance (SNAP, healthcare, or cash assistance through Ramsey County), call your caseworker or 651-266-444 for an application. There is a short application for clients with active cases.

If you ARE NOT receiving public assistance, you can apply for EA/EGA online at applymn.dhs.mn.gov.

Financial Assistance workers can help you Monday–Friday from 8:30 a.m.– 4 p.m via phone at 651-266-4444. They cannot decide if you are eligible for emergency help, but they can answer general questions and review your application. They can also send you a paper application.

For questions about eligibility or application status, call the EA/EGA hotline at 651-266-4884.

WHAT YOU NEED TO KNOW ABOUT EA/EGA

- ✓ You are only eligible to receive EA/EGA once in a 12 month period. For example, if you were issued utility assistance on July 1, 2019, you cannot receive EA/EGA until July 1, 2020.
- ✓ EA/EGA only provides assistance for past due rent/mortgage, damage deposit or utilities. The program no longer provides assistance for vehicle repairs, tree removal, air conditioning, phone bills, etc.
- ✓ To receive EA, clients must demonstrate that they spent at least 50% of available net income on paying for basic needs: rent, food, utilities, child care expenses, work transportation. There is no 50% test for EGA.
- ✓ Ramsey County does not approve certain types of utility requests when clients are protected by “Cold Weather Rule” from October 15 – April 15. EA/EGA is for clients who are heat affected; clients who reside in apartment buildings where heat is separate from electricity could be subjected to disconnection.