

# Hennepin Shelter Hotline

Hennepin Shelter Hotline serves Hennepin County residents 18 and older who are seeking emergency shelter by helping them find a safe, temporary place to stay while they work on next steps toward stable housing.



Callers are connected to a trained specialist who works to understand what's causing their housing crisis and then explores immediate solutions. Some solutions could include:



Mediation to find safe housing options



Short-term non-shelter accommodation



System navigation and connection



**Hotline: 612-204-8200**

Monday to Friday: 8 a.m. to 10 p.m.

Saturday to Sunday and holidays: 1 p.m. to 9 p.m.

Callers outside of these hours will be directed to 211, a health and human services info line.

Website: [hennepin.us/homeless-resources](https://hennepin.us/homeless-resources)

## Multiple organizations play different roles in one cohesive network of support

Hennepin Shelter Hotline, which is operated by Catholic Charities Twin Cities, works as a first step service in partnership with existing services, such as Adult Shelter Connect, the Hennepin County shelter Team, and other crisis lines so that residents who are facing a housing emergency are able to explore all their options before accessing emergency shelter.

