

## Connecting with Interfaith Outreach

### Case Management

Case management staff work 1:1 with individuals and families to provide information, connection to community resources, problem-solving assistance, advocacy, counseling and support, and emergency financial assistance to help address a range of challenges.

### Getting Started

- 1. Call 763-489-7500 or email us at [clientintake@iocp.org](mailto:clientintake@iocp.org) to begin accessing Interfaith services.**

Case management staff are delivering services remotely during this time. Intake appointments are conducted by phone. Appointments are generally available within 1 week. Intakes are 1-hour phone conversations with staff. This exchange is a great opportunity to meet each other and learn more about how we could work together to address your concerns. We will ask you to provide your picture identification (ID), and a utility bill (ex: heat, electric) dated within the last 30 days to confirm your address, and we will ask you to sign a few forms. That can be done by email or by visiting us during front desk hours.

- 2. Call 763-489-7500 or email us at [clientintake@iocp.org](mailto:clientintake@iocp.org) to speak with a member of our case management staff about an immediate need.**

A member of our team can talk with you about immediate needs and schedule an intake at a later date. This service is limited to a 15-minute interaction with staff to address immediate needs during on-call hours.

### On-call Hours

Monday 1-4:30pm

Wednesday 9am-11:30pm

Friday 9am-11:30pm & 1-3:30pm

### Front Desk Hours

Monday 9am-6pm

Tuesday-Thursday 9am-5pm

Friday 9am-noon