ADVISOR BULLETIN

September 4th, 2026

Important advisor reminders

Advisor meeting:
The next mandatory Advisor meeting will be a virtual meeting on: **Tuesday, September 15th, 2026** .

Elevate Hennepin mid-year impacts:



We want to send a huge thank you for all your amazing work supporting our small business community. Please read our most recent impact article that was in this week's newsletter: Measuring Elevate Hennepin performance through the first half of 2026.

Troubleshooting client Issues:
If your clients are experiencing issues with our systems or processes, please send us an email with details about the issue(s), owner's name, email, and business name. This will help reduce back and forth communication and allow us to address their issues faster.

Monthly invoice due dates:

- Sept. 10, 2026
- Oct. 8, 2026
- Nov. 12, 2026
- Dec. 10, 2026
- **Jan. 7, 2027 ***

*Bolded date is mandatory for all invoice submission

Last invoice:
All contracts end on December 31st, 2026, which means the last invoice of the year is mandatory and must be submitted **no later than January 7th, 2027**. No late invoices will be accepted, so please plan accordingly. Business client reports (BCR) need to be accurate for this final reporting as we will not be able to edit after the deadline.

NTE and availability:
As we get closer to the end of the year, some of you may reach your not-to-exceed (NTE) more quickly than others. If you have forecasted out hours and are close to your NTE, please turn off your availability via the Intake Change Request. Please refrain from telling business owners you are "out of funds" as we have other advisors and we can often redirect business owners to other resources. You are welcome to communicate you are "at capacity" and either refer clients to others in the network or send them back to a Business Navigator. It is very important during this period to track your funds and hours carefully, and to communicate with the Elevate team so we are aware of your status.

Translation services:
We encourage you to leverage translation services to support your clients who speak another language. Elevate Hennepin staff must be present during the call to leverage and connect the translation service. Please coordinate with an Elevate Hennepin staff member so they can schedule and confirm the time.

Client success stories:
Have a great client story? Share it with us, we would like to showcase your amazing work.

Upcoming business client opportunities

If you have an event, that is free or under $45, please reach out to MayPa.Yang@HennepinCounty.gov and we can add it to our bulletin.

Get Started: 90-minute interactive webinar for idea stage entrepreneurs

- Date: September 16th, 2026
- Time: 12:00PM-1:30PM
- Registration link

Certified, now what workshop: Strategize and maximize the benefits of your certification.

- Date: September 17, 2026
- Time: 1:30PM to 2:30PM
- Registration link

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