

Date July 14, 2023

To: Ramsey County Board of Commissioners
Cc: Ryan O'Connor, County Manager
Dr. Annie Porbeni, HR Director

From: Kenny Cutler, Diversity, Inclusion & Organizational Development Specialist
Jna Shelomith, Diversity, Inclusion & Organizational Development Specialist
HR Liaison to RC Achievement Award Committee

Subject: Achievement Award for Adult and Children's Crisis Teams, Human Services

The Ramsey County Employee Achievement Award Selection Committee has selected the following employee to receive an Achievement Award. This is to advise you that in accordance with County Board Resolutions, **Adult and Children's Crisis Teams, Embedded Social Work Team and Crisis Stabilization Team, Human Services**, will receive an Employee Achievement Award. Presentation of the award will be made at the August 15th, 2023, meeting of the County Board.

Nomination Summary

The Adult and Children's Crisis Teams, Embedded Social Work Team and Crisis Stabilization Team have been approved by the Ramsey County Achievement Award Selection Committee for an Employee Achievement Award in the category of "Excellent Job Performance."

Some of the important tasks completed by this group include:

- Answering incoming phone calls from the adult line, which amounts to a minimum of 2,500 calls per month.
- Answering about 500 monthly incoming phone calls from the children's line.
- Providing services 24/7/365. If referrals are sent to the team, they typically follow up within two days.

These staff members receive a lot of verbal praise from community leaders and individual praise comes in the form of written letters. This has been especially true during the pandemic, where continued services have been provided.

Throughout the pandemic, they have provided a level of service that's unusual in comparison to other organizations.

While other units were not seeing people in person, the crisis team was. During this time, they saw a drastic increase in calls and needs for those in crisis. Staff did a lot to support community and providers within the community.

The Adult and Children's unit has been especially creative in providing services to people in crisis. They have acknowledged cultural and language barriers and worked to adjust the approach traditionally taken.

The team is skilled at working with clients who are apprehensive about mental health services. They have needed to be creative to help support people with individualized needs.

121 7th Place East, Suite 2100
Saint Paul, MN 55101
Phone: (651) 266-2700
Fax: (651) 266-2727
TDD: Dial 711
www.co.ramsey.mn.us

In summary, the Achievement Award Selection Committee recommends that the Adult and Children's Crisis Teams, Embedded Social Work and Crisis Stabilization Teams be awarded an Employee Achievement Award in the category of "Excellent Job Performance."

CC: Ryan O'Connor; Dr. Annie Porbeni