

BI-WEEKLY SERVICE DELIVERY CHECK-IN COUNTY WIDE THEMES

Reoccurring Themes

1. SERVICE DELIVERY

- Department operations and service delivery remain stable.
- Departments continue to expand the use of technology for virtual connection with service users and staff.
- Supplies of PPEs are more readily available now than they were in previous weeks.
- Telecommuting for approved staff continues to work well, though many staff miss the in-person connection and interaction with their colleagues.
- Departments continue to be flexible and act quickly in response to policy/rule changes at the federal and state level as well as newly available funding resources.
- Many staff and community members are struggling to cope with the tragedy and aftermath of the recent police incident
 that caused the death of George Floyd in Minneapolis. Departments are working on ways to provide emotional and mental
 health support to staff, while recognizing the need for more facilitated conversations.
 - The increased risk of COVID exposure along with the stress, trauma and anxiety caused by this tragedy negatively impacts the physical health of community and staff, which also heightens the risks involved with contracting the virus.
 - o There has been an increase in requests for mental health related county services in the past week.
 - o There are heightened concerns about the safety of community and staff while outdoors.
 - A few county buildings were forced to temporarily close due to safety concerns in the past week, requiring staff to work off-site.

2. STAFFING AND RESOURCE NEEDS

- Administrative support needs are increasing as departments begin designing and implementing COVID crisis response programs using newly allocated federal funds.
- Increased community partnerships through contracting is increasing the need for greater contract management capacity.

All plans approved as submitted throughout the document the unless specifically addressed in CM comments for that section. Great work, all. Thank you.

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BI-WEEKLY SERVICE DELIVERY CHECK-IN

DEPARTMENT

County Assessor

- 1. Describe how service delivery went these past few weeks. What has been working well?
- Operations continue to be stable. Open Book reviews are in the final stages of completion, appraisers are working on any
 appeals where the property owner wants to 'appear' before the Special Board of Review. We have almost finalized the
 process for the Special Board to be compliant with open meeting statute while still being virtual. We have contacted the
 Special Board members to ascertain their level of technology so we can accommodate them in the way they need to
 conduct a virtual meeting, i.e. Zoom or conference call.
- Reinventing the Land Records process for splits, combinations and new plats to be 100% electronic has been received
 favorably by staff and is working well. Minor tweaks are being applied as needed. The last step will be archiving the
 completed document, which currently is stored in a shared network drive, into EDMS for retention and ease of retrieval for
 research needs. IS has already been contacted and a plan is being drafted.
- 2. What has been challenging or concerning as you implement new service delivery approaches?
- Most challenges have been quickly worked out with process redesign.
- There is still the need for paper for some tax adjustment processes such as abatements. We are working with the County Auditor to discuss electronic signatures before moving forward with a full electronic solution.
- 3. What service delivery modifications (if any) will you need to make for next week and why? Please note, significant changes will need to be approved by the county manager.
- None foreseen.
- 4. What racial equity impacts are you seeing for residents, particularly those most vulnerable and impacted by the COVID-19 crisis that impact your department's service delivery approach? What about racial equity impacts for staff in the department as you implement redesigned services?
- Nothing new but we are staying attuned to monitor negative effects that service changes may have created.
- 5. What new or additional supports and resources are you hoping to access to implement your department's service delivery vision?
- Nothing imminent.

Deputy County Manager Comments

Reviewed and approved.

County Manager Comments

That you.

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BI-WEEKLY SERVICE DELIVERY CHECK-IN

DEPARTMENT

Communications and Public Relations

- 1. Describe how service delivery went these past few weeks. What has been working well?
- We continue to adjust to remote work and things are going quite well.
- What has been challenging or concerning as you implement new service delivery approaches?
- We are very grateful for additional support for both the Open Data Portal through redeployment and the additional communications support through contract.
- We continue to balance the ongoing challenge of prioritizing COVID-19 work and meeting ongoing service and program communications needs.
- 3. What service delivery modifications (if any) will you need to make for next week and why? Please note, significant changes will need to be approved by the county manager.
- We extended an offer to a Communications Associate to support Workforce Solutions. The offer was accepted and a mid-June start date has been set. We are developing a plan to conduct onboarding and training using fully remote methods.
- We have extended a general communications contract for support through the Workforce Solutions transition and with CARES communications support through and beyond the transition period.
- 4. What racial equity impacts are you seeing for residents, particularly those most vulnerable and impacted by the COVID-19 crisis that impact your department's service delivery approach? What about racial equity impacts for staff in the department as you implement redesigned services?
- No notable changes from previous report. We continue to coordinate translation of key messages and documents based on needs raised through IMT and departments, and we continue work to identify adequate staff support to provide responsive and successful partnership with the RECERT team.
- 5. What new or additional supports and resources are you hoping to access to implement your department's service delivery vision?
- No notable changes from previous report.

Deputy County Manager Comments

Reviewed and no additional comments.

County Manager Comments

Great news about the Communications Associate.

Thank You.

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-RTO

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BI-WEEKLY SERVICE DELIVERY CHECK-IN

DEPARTMENT

Administration

- 1. Describe how service delivery went these past few weeks. What has been working well?
- Tax collection operations went very smoothly the past couple weeks, receiving the majority through the mail, dropbox, or online payment.
- The Unified Team has remained current with document recording, even with 30% higher volume that 2019.
- Title companies and Property Abstractors have been requesting access to the Plato title company resource room so they can continue researching property ownership using historical files that are not online. Staff have been doing the research for them, even though they are not certified abstractors.
- 2. What has been challenging or concerning as you implement new service delivery approaches?
- Unified team supervisors have been the primary contact for walk-in customers at the Plato building. With the transition to opening the service counters, there is increased employee concerns about safety.
- If metro transit service disruptions continue, it may affect the ability of the unified team to continue providing effective, efficient services as many of the employees rely on metro transit to get to the Plato building.
- 3. What service delivery modifications (if any) will you need to make for next week and why? Please note, significant changes will need to be approved by the county manager.
- There is collaboration with the IMT Planning team, Property Management, and Public Health to establish an enhanced service center hub at the Plato service center by June 15th. This includes opening the service counters for walk-up services. The Title Company Resource Room is being prepared for minimal access for Title Abstractors by appointment only, for a limited duration per visit. An area in the Plato conference center has been identified as the location for public pc's for residents to access. The Navigator role and location is also being defined.
- 4. What racial equity impacts are you seeing for residents, particularly those most vulnerable and impacted by the COVID-19 crisis that impact your department's service delivery approach? What about racial equity impacts for staff in the department as you implement redesigned services?
- We continue to monitor and evaluate our redesigned service delivery model to identify any potential aspect that might have an impact on racial equity.
- 5. What new or additional supports and resources are you hoping to access to implement your department's service delivery vision?
- Clear communication about service counter expectations, including the use of masks, gloves, cleaning protocols, etc.

Deputy County Manager Comments

Reviewed and no other comments.

County Manager Comments

Please watch the discussion at the Ine 9th Bl.

Meeting regarding enhancel service control. Thank you - RTO

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BI-WEEKLY SERVICE DELIVERY CHECK-IN

DEPARTMENT

Information Services

- 1. Describe how service delivery went these past few weeks. What has been working well?
- The rapid response by the Technology Governance Committee in reviewing and approving the electronic signature solution
 was a great demonstration of speed with rigor, making rapid decisions within the defined process for technology
 expenditure.
- Continued strong partnership with business teams in defining technology solutions in support of service design changes is energizing.
- 2. What has been challenging or concerning as you implement new service delivery approaches?
- It will be a good leadership challenge to find the best path forward that: serves the urgent needs; builds capacity to absorb additional change that will be required near term; and supports the increasing demand to ramp back up major technology initiatives, while managing to a tight fiscal environment.
- The compounding impact of the pandemic and recent civil unrest amplifies the need to continue to build resiliency into our systems infrastructure, data center model, and disaster recovery maturity.
- What service delivery modifications (if any) will you need to make for next week and why? Please note, significant changes will need to be approved by the county manager.
- · No significant changes planned.
- 4. What racial equity impacts are you seeing for residents, particularly those most vulnerable and impacted by the COVID-19 crisis that impact your department's service delivery approach? What about racial equity impacts for staff in the department as you implement redesigned services?
- We are engaged in multiple initiatives where the objectives directly address the needs of the most vulnerable, including
 the Workforce Solutions technology equity initiative and technology upgrades at the care center. The perspective we gain
 from working across multiple Service Teams and services delivered can help the county design more cohesive resident
 experiences, especially for those in need of multiple county services.
- 5. What new or additional supports and resources are you hoping to access to implement your department's service delivery vision?
- As part of the Covid-19 funding, we are looking to engage supplemental technical resources in order to keep pace with the demand and level of urgency for Covid-19 driven technology selection and deployment.
- Mid to long-term, making the organization and its supporting technology more resilient and nimble will grow in
 prominence in our IS strategic roadmap. This will require broader alignment via TGC and Exec Team as it will, if approved,
 shift some portion of the investment in people resources and technology investment to achieve county-wide.

Deputy County Manager Comments

Reviewed and no additional comments.

County Manager Comments

Keep up the great work. Thank You!

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BI-WEEKLY SERVICE DELIVERY CHECK-IN

DEPARTMENT

Property Tax & Election Services

- 1. Describe how service delivery went these past few weeks. What has been working well?
- Examiner of Titles: Recording approvals continue to be handled quickly via electronic submission and response.
- Elections: Curbside candidate filing has been smooth; feedback received from candidates has been positive. In partnership with Environmental Health, Elections implemented a short-term solution for electronic payment of candidate filing fees. We look forward to working with the Enterprise Cashiering System team to implement a long-term solution for electronic payment of candidate filing fees.
- Elections: In partnership with the rest of the IPR service team, Elections has secured additional office space on the 3rd and 4th floors of the Plato Building to house our additional staff and mail ballot processing operations. This additional space will allow staff to adhere to social distancing standards while ensuring full security of ballots.
- Tax Accounting: Advances on first half property tax collections have been completed to the schools and various taxing authorities. Advances made were comparable in amount to last year.
- 2. What has been challenging or concerning as you implement new service delivery approaches?
- Examiner of Titles: Reworking the notice and appearance process for court matters and coordinating with the judges and district court administration has proven challenging.
- Elections: All full-time elections staff have begun working back at the Plato Building. Starting June 1, part-time staff and election judges will begin training and working at the Plato Building. It has been challenging re-designing existing processes and workspaces to allow for staff safety (due to COVID-19).
- 3. What service delivery modifications (if any) will you need to make for next week and why? Please note, significant changes will need to be approved by the county manager.
- Elections: In response to the Homeland Security physical security review and due to the upcoming presidential election, elections (with assistance from Property Management) would like to pursue design services for implementing a permanent security shield for the public service counter within the elections' office.
- 4. What racial equity impacts are you seeing for residents, particularly those most vulnerable and impacted by the COVID-19 crisis that impact your department's service delivery approach? What about racial equity impacts for staff in the department as you implement redesigned services?
- We are continually monitoring and evaluating our service changes to identify anything that could negatively affect racial equity.
- 5. What new or additional supports and resources are you hoping to access to implement your department's service delivery vision?
- Elections: Guidance from Public Health for implementing procedures and re-designing workspaces to ensure staff safety.
- Elections: Elections, in partnership with Property Management, continues to work to secure additional warehouse space. The process continues to progress rapidly. Throughout the process, Elections has received the needed support and assistance it is much appreciated!

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Deputy County Manager Comments

- I stress the need for PH guidance for elections to ensure staff and resident safety.
- Reviewed and no other comments.

County Manager Comments

Please Follow-up with additional information regarding #3 above. I'm trying to unless tend what this means as a project and if it has implications for consistency in other walk-up locations.

Thank You.

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BI-WEEKLY SERVICE DELIVERY CHECK-IN

DEPARTMENT

Community and Economic Development

- 1. Describe how service delivery went these past few weeks. What has been working well?
- The County's Small Business Relief Fund is now live (Wednesday, 5/27). Remote working has worked to convene the numerous internal and external parties to advance this effort.
- The Business4Business public-private initiative is well positioned to advance towards live state later this week. The coalition of counties and business orgs is growing. Ramsey County has provided much of the logistical support in terms of securing the partners and developing the necessary operational needs.
- Partnerships are continuing to grow out of the crisis including a partnership around technical assistance called Economic First Responders.
- 2. What has been challenging or concerning as you implement new service delivery approaches?
- Small Business Relief Fund has been a sizable administrative lift and we are at capacity as contracts are initiated, an outreach plan in place, and program materials developed to meet timelines that are critical for the business community.
- Vision plan, redevelopment projects, and other CED related work continues which at times feels overwhelming when layered on COVID response work.
- 3. What service delivery modifications (if any) will you need to make for next week and why? Please note, significant changes will need to be approved by the county manager.
- No modifications at this time.
- 4. What racial equity impacts are you seeing for residents, particularly those most vulnerable and impacted by the COVID-19 crisis that impact your department's service delivery approach? What about racial equity impacts for staff in the department as you implement redesigned services?
- The Small Business Relief fund and future economic recovery initiatives are intended to help support minority business enterprises through the COVID crisis. CED is working with MCCD, the Alliance for Metro Stability, and our Racial Equity Team for an aggressive outreach strategy.
- 5. What new or additional supports and resources are you hoping to access to implement your department's service delivery
- No new support or resources needed at this time.

Deputy County Manager Comments

- Fabulous job by the CED team on the ideation, creation and launch of the Small Business Relief Fund!
- The launch of Business4Business is delayed due to the killing of George Floyd and the resulting local state of emergency. CED is coordinating with SPAAC, the City of St Paul and other partners to provide cohesive support to small businesses in their recovery from violence, theft and property damage.

Great work and congrabiletions on the levneh of the Relief Gurl! Thank You.

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BI-WEEKLY SERVICE DELIVERY CHECK-IN

DEPARTMENT

Library

- 1. Describe how service delivery went these past few weeks. What has been working well?
- Continued delivery of digital and physical resources and reference services; managing acquisitions and returns.
- 2. What has been challenging or concerning as you implement new service delivery approaches?
- Increased traffic and social distancing challenges with additional services.
- 3. What service delivery modifications (if any) will you need to make for next week and why? Please note, significant changes will need to be approved by the county manager.
- Public computing at regionals is anticipated to launch June 1. Temporary signage will be used until final is complete.
- 4. What racial equity impacts are you seeing for residents, particularly those most vulnerable and impacted by the COVID-19 crisis that impact your department's service delivery approach? What about racial equity impacts for staff in the department as you implement redesigned services?
- We acknowledge increased trauma for communities of color due to George Floyd's death and the ensuing community violence and destruction. We are discussing collection or programmatic resources we can leverage in response.
- 5. What new or additional supports and resources are you hoping to access to implement your department's service delivery vision?
- None.

Deputy County Manager Comments

- My thanks to the Library team for continuing to provide services so needed by our community with professionalism and excellence.
- During the local state of emergency due to the continued response to and recovery from violence, theft and property damage in our community, the Maplewood Library was closed early on two successive days, at the recommendation of Maplewood PD. The implementation of public access to computers at the Maplewood Library will be delayed as a result.

County Manager Comments

Please time in to the June 9 County Board werkship regarding welk-up sides that will include three libraries in new, excibing alimovative ways.

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BI-WEEKLY SERVICE DELIVERY CHECK-IN

DEPARTMENT

Parks & Recreation

- 1. Describe how service delivery went these past few weeks. What has been working well?
- Residents are enjoying the use of outdoor recreational spaces including parks, trails, golf courses, dog parks, and Tuj Lub
 courts.
- 2. What has been challenging or concerning as you implement new service delivery approaches?
- No new challenges to report.
- What service delivery modifications (if any) will you need to make for next week and why? Please note, significant changes will need to be approved by the county manager.

Tamarack Nature Center

Parks staff recommends canceling day camp operations at Tamarack Nature Center for the summer season and issuing
refunds to pre-registered participants. Tamarack staff did an excellent job of evaluating options to modify service offerings
but after careful consideration and analysis of program modifications to meet social distancing requirements Parks staff
have determined that social distancing cannot be ensured on a consistent basis. Likewise, Parks recommends all other
programming through the summer be conducted online, or refunded. Tamarack will continue to offer virtual programming
free to the public, increase online outreach efforts and provide passive nature experiences for families and individuals onsite.

Parks

 Parks staff recommends modifying existing park shelter reservations to align with Executive Order 20-62, allowing park shelters and pavilions to be open for, "weddings, funerals, or planned services such as worship, rituals, prayer meetings, or scripture studies" for groups under 250 people, provided that groups can adhere to social distance guidelines outlined in the Executive Order. Parks will inform potential renters of the guidelines and get agreement that the groups will adhere to guidelines.

Golf

- Parks staff recommends to allow retail services to resume in alignment with Executive Order 20-56 which allows nonessential retail shops to open. Parks staff are recommending that pro shops are opened at 50% capacity, following social distancing protocol, and allowing retails sales.
- Parks staff also recommends allowing alcohol sales at golf courses for on-premises consumption in accordance with the provisions listed in Executive Order 20-63.
- Parks staff also recommends opening clubhouse restaurants for food and non-alcoholic beverage sales on outdoor patio spaces per Executive Order 20-56. This allows service to 50% of capacity with a max of 50 people. Staff also recommends that the clubhouse restaurants be allowed to extend patio areas per approval of City the course resides in.
- All summer camps and The First Tee programs at The Ponds at Battle Creek Golf Course that are offered through
 contracted golf professionals by have been cancelled due to low enrollment, space constraints and concerns for overall
 safety of participants due to COVID-19 social distancing recommendations.
- Small group junior golf summer camps in partnership with The First Tee Program at Keller Golf Course will run a modified schedule. Keller Golf Course is able to provide adequate social distancing and spacing needs given the size of the facility.

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BI-WEEKLY SERVICE DELIVERY CHECK-IN

Arenas

- Per the new additions to Executive Order 20-56, youth sports are allowed to start meeting in contactless organized practices. Hockey and Ice Skating groups are allowed to have 2 groups of 10 participants on one sheet of ice with social distancing enforced always within the facility and on the ice. Staff recommends opening Pleasant Arena starting June 1 to figure skating groups in accordance with the previously mentioned capacity restrictions. Staff recommends opening TCO Sports Center, Highland Arena, Aldrich arena for hockey, figure skating, and dry floor programming in accordance with capacity restrictions as soon as June 8th.
- 4. What racial equity impacts are you seeing for residents, particularly those most vulnerable and impacted by the COVID-19 crisis that impact your department's service delivery approach? What about racial equity impacts for staff in the department as you implement redesigned services?
- No new impacts to report.
- 5. What new or additional supports and resources are you hoping to access to implement your department's service delivery vision?
- Parks does not have a request for additional resources at this time.

Deputy County Manager Comments

- I support Parks & Recreation's recommendations and appreciate the quality work going into evolving these recommendations as circumstances evolve.
- The Parks & Recreation Department was not directly impacted by the local state of emergency due to the continued response to and recovery from violence, theft and property damage in our community.

County Manager Comments

Creet work adjusting to an ever-changing regulatory environment for service delivery. All proposals here were already approved by me verbally; that is reiterated here.

- RTO

Thank You

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BI-WEEKLY SERVICE DELIVERY CHECK-IN

DEPARTMENT

Property Management

- 1. Describe how service delivery went these past few weeks. What has been working well?
- All went well, no changes were implemented.
- 2. What has been challenging or concerning as you implement new service delivery approaches?
- Working with Courts, City, and other State tenants who are planning to return some employees to offices and to resume court trials. Preparing for larger numbers of public in Courts buildings and improving security screening for safety.
- 3. What service delivery modifications (if any) will you need to make for next week and why? Please note, significant changes will need to be approved by the county manager.
- Enhanced cleaning of public areas and supplemental cleaning of department spaces will be initiated with the opening of the public PC areas next week, Courts and office spaces for outside tenants. Social distancing floor decals and signage will be deployed at all secured entries, lobbies, elevators, etc. in buildings that are opening by June 15.
- With expected increases in traffic for Courts at CHCH, we propose to re-open the Kellogg Blvd entrance. This will allow us to better accommodate social distancing. This may be required starting the week of June 8 for the trial pilot in Room 40, and if not, it will be about 2 weeks later when more in person hearings and trials occur. Courts will advise by June 3.
- 4. What racial equity impacts are you seeing for residents, particularly those most vulnerable and impacted by the COVID-19 crisis that impact your department's service delivery approach? What about racial equity impacts for staff in the department as you implement redesigned services?
- Our most vulnerable staff are in our custodial and maintenance groups who not only aren't able to work from home but are the most exposed through their work and casual contact with others.
- 5. What new or additional supports and resources are you hoping to access to implement your department's service delivery vision?
- None.

Deputy County Manager Comments

- My thanks to the Property Management team for their excellent support and service in this challenging and evolving environment.
- Property Management ensured the preparedness of county buildings and rapidly expanded the Safe Space in a constantly
 evolving environment within the local state of emergency, as part of the continued response to and recovery from
 violence, theft and property damage in our community.

County Manager Comments

Thank you for the excellent work throughout this COULD response. Every staff person in Property Mangement has my appreciation and grabitude. - RTC

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BI-WEEKLY SERVICE DELIVERY CHECK-IN

DEPARTMENT

Public Works

- 1. Describe how service delivery went these past few weeks. What has been working well?
- No change from previous weeks.
- 2. What has been challenging or concerning as you implement new service delivery approaches?
- No change from previous weeks.
- What service delivery modifications (if any) will you need to make for next week and why? Please note, significant changes will need to be approved by the county manager.
- We have developed and will be implementing a plan to move all our highway maintenance employees to days (they were previously split between days and nights) while following the health guidelines. They will be split into two shifts and will have staggered start times, separated by one hour. No employees will move between the two shifts, except for one or two employees who operate the heavy machinery. There will be specific crews within each shift that will stay as a group the entire time and will have little interaction with others while at the PW building. Other health guidelines will be followed as we continue to deliver the work plan.
- 4. What racial equity impacts are you seeing for residents, particularly those most vulnerable and impacted by the COVID-19 crisis that impact your department's service delivery approach? What about racial equity impacts for staff in the department as you implement redesigned services?
- No change from previous weeks.
- 5. What new or additional supports and resources are you hoping to access to implement your department's service delivery vision?
- No change from previous weeks.

Deputy County Manager Comments

- Thank you to the Public Works team for continuing to serve residents with excellence in a challenging operating environment.
- Public Works staff set up barriers, provided supplies, equipment and other support requested by the Ramsey County Sheriff's
 Office, the National Guard and other jurisdictions during the local state of emergency and the response and recovery from
 violence, theft and property damage in our community. Some work on the Dale Street bridge was pushed out as a result of the
 situation on the ground.

County Manager Comments

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BI-WEEKLY SERVICE DELIVERY CHECK-IN

DEPARTMENT

Workforce Solutions

1. Describe how service delivery went these past few weeks. What has been working well?

- In April, we moved to a centralized support services (gas cards, bus cards) distribution process which is working well. It
 ensures non face to face distribution (online request and then provided by mail). When mail is not an option
 (homelessness, non-permanent address), an alternate social distance process is used.
- Increase in online resources for participants (career planning, tools, etc) has been identified and participants are using them
- Telework model is "working" in that communication between staff and with participant is going well with those who are engaged. Staff are able to plan and follow up with everyone.
- Virtual Career Lab for both quick calls, referrals and longer 1:1 appointments is going smoothly. The demand current
 fits the staffing pattern. Last week there was an uptick in both calls about Unemployment Insurance as well as the Job
 Search Assistance appointments.
- Team building across teams has been a challenge but equally working well in that ideas and solutions to connecting continue to emerge. "Quick connects" each month that include the Director and Leadership seem to be favorable (ie: this week we are doing a team "mixer" where staff and mixed up with different teams and supervisors will be leading some fun trivia for a half hour). A Collaboration Group on Professional Development was launched, which helps staff to focus on various paths the department can take to keep staff engaged in learning.
- Developed funding priorities for <u>CARES</u> funding and went through several iterative processes for refinement. Working
 closely across departments on effort and received RBA board approval this week. First Request for Informal Quote
 went out on Wednesday!
- Engaged Workforce Innovation Board with lots of interest in our work with several committee meetings.
- Director presented at Midway Chamber and White Bear Area Chamber of Commerce.

2. What has been challenging or concerning as you implement new service delivery approaches?

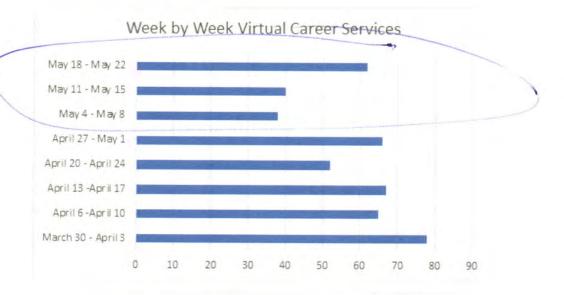
- Enrolling new participants in all programs is difficult. Without face to fact meeting for planning and building rapport, as well as getting new paperwork exchanged, it is challenging. This is not to say there aren't new program enrollments happening. The process just takes longer, and not everyone engages right away. As we move to getting more documents electronic (telework adaptations thus far do work but are not ideal longer term), we hope to see a slight improvement in this.
- Youth Work Experience will be difficult to launch. Many employers are not ready to host interns, youth and their
 parents are concerned. Alternate program options such as online tools and learning are being built into the summer
 programming.
- Connecting with youth under the age of 18 needs an alternate platform than Zoom (age restrictions) and MS teams (client connectivity). Many youth are accustomed to a Google platform. We are currently partnering with IS on this solution.
- Families that we serve are still trying to stabilize, such as having children home all day, distance learning, and overall
 emotional well-being. We continue to incorporate wellness check ins with the families while trying to encourage future
 employment goal plans. Our team is currently developing summer workshops and job clubs to replace what would
 have been provided in our Young Adult MFIP program in person.

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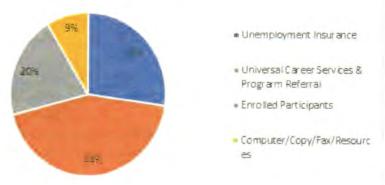


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- Language line: Depending on the language demand at the time, the language line can take a while. Example: a team
 member had an appointment with a family that speaks Karen, they were on hold 22 minutes until an interpreter was
 secured.
- Staff continue to report frustration around MS Teams. Glitches, can't see very many participants, get "kicked off", etc.... Folks really like zoom better.







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- What service delivery modifications (if any) will you need to make for next week and why? Please note, significant changes will need to be approved by the county manager.
- None.

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- 4. What racial equity impacts are you seeing for residents, particularly those most vulnerable and impacted by the COVID-19 crisis that impact your department's service delivery approach? What about racial equity impacts for staff in the department as you implement redesigned services?
- In relations to planning the use of our CARES dollars, we've done a great deal around racial equity in the past weeks. We've pivoted our initial funding priorities with a more intentional as to the populations most impacted by COVID-19 including Blacks, Indigenous and people of color.
- Director met with the RECERT team, the Equity Action Circle and held a Community Town Hall.
- 5. What new or additional supports and resources are you hoping to access to implement your department's service delivery vision?
- Working with IS on online option for youth to have group events such as Job Clubs. Zoom is a barrier to due to age limit.

Deputy County Manager Comments

- My thanks to the WFS team for continuing to provide excellent services to our residents in a very challenging environment.
- The local state of emergency did not directly impact WFS services. The WFS Director is working with her team to extend and pace out some of the CARES deadlines to ensure these critical resources get out to the community quickly, while understanding the impact on community of the killing of George Floyd. WFS staff are also processing their own pain and sorrow and this is far more difficult in our socially-distant environment.

County Manager Comments

Keep up the great work. Interested to see more about use of Google platforms to better serve youth.

- RTO



DEPARTMENT

County Manager's Office

1. Describe how service delivery went this week. What has been working well?

Admin Team

- The Admin Team has added the four board office secretaries into the office coverage rotation one secretary will work in
 the office each day except Tuesdays allowing the admin team to each have one more remote day each week (totaling two).
- · More staff are wearing masks in the office.
- Walks-ins and phone calls continue to be mostly light. Much of the calls are residents seeking assistance with services.

SERVICE	Mon 5/11	Tue 5/12	Wed 5/13	Thu 5/14	Fri 5/15	TOTAL
Walk-ins	0	0	0	0	0	0
Drop box mail	12	2	4	0	5	total = 23 City StP = 1 Courts = 21 Cheryl = 1

SERVICE	Mon 5/18	Tue 5/19	Wed 5/20	Thu 5/21	Fri 5/22	TOTAL
Walk-ins	0	1	0	0	0	total = 1 (Rick Newmeister stopped in and asked when the County will return back to normal)
Drop box mail	9	1	2	6	8	total = 26 City StP = 2 Courts = 24

Policy and Planning

- Working remotely is going well for all Policy & Planning and Planning Functional Team (PFT) members and they continue to work on two priority areas: housing and food & basic needs security.
- P&P members continue to support the service redesign work, as well as Racial Equity & Community Engagement and Compliance & Oversight teams. In addition, P&P analysts continue to provide on-call weekend coverage.
- Having onsite manager of the day at the courthouse rotated between Chief Clerk/Director of Admin Services, Policy and Planning Director, and two Deputy County Managers.
- In addition to COVID-related work, P&P members are working on:
 - o Census work: Establishing grant agreements with 18 awardees.
 - o Immigration: Finalizing grant agreements with community organizations to provide wrap around services that includes outreach and education on impacts of COVID-19 on immigration detention, removal proceedings, access to government benefits/programs and more.
 - o Strategic Plan: finalizing the countywide Strategic Plan
 - o Resuming performance measurement work with each service team
 - o Criminal Justice Reform work: CJCC, Bail Reform and Burns Institute
 - o Community Resiliency from civil unrest



2. What has been challenging or concerning as you implement new service delivery approaches?

Admin Team

• The network outage during the morning of May 26 was a concern – in addition to normal work disruption, there was a concern as to its effect on the remote board meeting that morning and whether the commissioners would have problems accessing the Zoom meeting link via their emails because email was temporarily impacted. It was discovered that the outage either did not have an effect on their access or the potential issues had already been resolved by then. A backup "contingency plan" for the commissioners' access to the Zoom meeting link may have to be implemented for these possible scenarios.

Policy and Planning

- PFT capacity has been reduced due to PFT members supporting specific projects/teams and Policy team work. We may
 need to supplant this capacity if expected to continue to handle general problem-solving requests.
- While many staff from our office have the benefit of working remotely, we want to acknowledge that this isn't the same across the board for all whom we share an office with. Our office administrative team continue to be expected to show up to the office in person. As local protests are met with both state sponsored violence and violence from rioters and looters, their safety and ability to come to the office and leave the office safely is challenged. Moreover, as we consider how equity values impact this organization of staff, this structure forces our lowest compensated staff to be placed in the most dangerous settings and situations.
- What service delivery modifications (if any) will you need to make for next week and why? Please note, significant changes will need to be approved by the county manager.

Admin Team: None are planned for next week.

Policy and Planning

- PFT food & basic needs workgroups transitioned to Operations. Parts of this work remains in Planning where we are
 working with Communications on website and overall communications strategies, as well as assist community partners
 with funding opportunities on the www.ramseycountymeansbusiness.com webpage.
- Overall, PFT reduced its membership, thus reducing PFT capacity. We hope that we have the authority to backfill support team members through the redeployment survey and requests through executive team, directors, and supervisors/managers.
- 4. What racial equity impacts are you seeing for residents, particularly those most vulnerable and impacted by the COVID-19 crisis that impact your department's service delivery approach? What about racial equity impacts for staff in the department as you implement redesigned services?

Admin Team: None observed over these weeks.

Policy and Planning

- Policy & Planning and PFT members continue to uplift our racial equity work and ensure that racial equity remains at the
 forefront in all that the county does, in areas such as service delivery redesign, planning and implementation, and in
 response to community unrest and trauma. Team members are dedicating significant time to examining the racial equity
 impacts on service delivery, access to food and basic needs and housing, and community resilience.
- As mentioned in Question 2, our office administrative team continue to be expected to show up to the office in person. As
 local protests are met with both state sponsored violence and violence from rioters and looters, their ability to come to the
 office and leave the office safely is challenged. Moreover, as we consider how our equity values impact this organization of
 staff, this structure forces our lowest compensated staff to be placed in the most dangerous settings and situations.



DEPARTMENT

Finance

1. Describe how service delivery went these past few weeks. What has been working well?

- Continued to participate in the Finance subcommittee for PAG. A communications piece was developed to present the
 needs of the entire county at the various levels of government. It is being reviewed by the local jurisdictions.
- Submitted weekly Finance Report to leadership including 2020 revenue loss estimates.
- Published new one-page Finance report.
- Revenue applications recently submitted: DHS Housing funds for May
- Started new weekly meetings with Compliance and Oversight and the leads for the \$56M in CARES Act funding.
- Lead procurement pieces of securing hotels and meals/food for the homeless on a longer-term basis.
 - o InterContinental, Best Western and Doubletree are done. Working on extending to end of June with 30 more rooms.
 - o Adding Hotel 340, contract draft started May 18
- Final approval given by the Board for the \$96M CARES Act funding, related to proposals in Workforce Solutions, Financial Assistance and Small Businesses as well as a number of other COVID-19 related grants.
- Working with the Disaster Cost Recovery Committee including Emergency Management, Finance, Compliance and Risk Management to create a scope of work for a consultant to help with tracking and reporting of the emergency response.
- Procurement continuing to handle all emergency and regular procurements to date.
- Large shipments of masks ordered at the beginning of the pandemic are now being delivered.
- Finalized and provided guidance about budget adjustment and revenue tracking with the Controllers.

2. What has been challenging or concerning as you implement new service delivery approaches?

- We are working to figure out a way to assign all revenues to specific line item spending. This is ongoing and will need input
 from many including the Controllers and Emergency Management. We did establish a number of grants which is helping
 with tacking and moving forward.
- Workload has been challenging but still manageable.
- We have struggled to find time to think through and finalize a memo to SMT and purchasers regarding requirements for larger purchases.
- 3. What service delivery modifications (if any) will you need to make for next week and why? Please note, significant changes will need to be approved by the county manager.
- None
- 4. What racial equity impacts are you seeing for residents, particularly those most vulnerable and impacted by the COVID-19 crisis that impact your department's service delivery approach? What about racial equity impacts for staff in the department as you implement redesigned services?
- We continue to process all our checks and payments within normal guidelines so individuals and businesses should not be impacted.
- We have weekly all staff GoTo meetings and that has been good for engagement and connection. We have used that forum to discuss many issues including COVID-19 and the recent civil unrest.
- We are drafting documentation to seek vendors to move from check payments to ACH.



5. What new or additional supports and resources are you hoping to access to implement your department's service delivery vision?

Admin Team: The addition of the board secretaries into the coverage rotation was the recent addition to the office support. Policy and Planning

- With a reduced PFT staff, remaining team members will monitor capacity to handle problem-solving requests. If more
 capacity is needed, PFT members will work with Planning Chiefs to request additional staff supports in the upcoming
 weeks.
- There is a need for a countywide approach to support staff who are impacted by the trauma and violence last week. This is important to support our staff and their wellbeing now and into future weeks.

Deputy County Manager Comments

Reviewed and no further comments.

County Manager Comments

Regarding concerns about admin. Staff and safety, specific plans were enacted to ensure they were safe and not asked to be an site when any protests were in close proximity to the building. Additionally, by expending the team of support staff, all are receiving more flexibility in this work backing to address concerns raised here.

May 17 - May 30



BI-WEEKLY SERVICE DELIVERY CHECK-IN

DEPARTMENT

Human Resources

- Describe how service delivery went these past few weeks. What has been working well?
- Collaboration between HR and Compliance Oversight, RECERT, and Housing Operations team is going well.
- Work is progressing on building out the virtual training calendar.
- 2. What has been challenging or concerning as you implement new service delivery approaches?
- Unexpected network issues have a bigger impact in a virtual working environment.
- What service delivery modifications (if any) will you need to make for next week and why? Please note, significant changes will need to be approved by the county manager.
- HR will coordinate with the State of Minnesota's Enterprise Human Resources staff to recruit, post jobs on the state system, screen, and schedule interviews to hire staff for the temporary shelters.
- 4. What racial equity impacts are you seeing for residents, particularly those most vulnerable and impacted by the COVID-19 crisis that impact your department's service delivery approach? What about racial equity impacts for staff in the department as you implement redesigned services?
- Continuing to monitor for racial equity impacts.
- 5. What new or additional supports and resources are you hoping to access to implement your department's service delivery vision?
- Connected with IT they have offered support and assistance to address technology needs to access virtual training for county staff who do not work remotely.
- Identified EPMO resource to assist with instructional design on a half-time basis to start June 1.

Deputy County Manager Comments

County Manager Comments

Good idea to utilize the EPMO. Thank you.

Strategic Team

May 17 - May 30



BI-WEEKLY SERVICE DELIVERY CHECK-IN

- 5. What new or additional supports and resources are you hoping to access to implement your department's service delivery vision?
- Since we will be working from home longer term, we are doing an inventory of technology needs of our staff including things like monitors or a laptop versus using a home computer. We will review this critically and raise issues that are high needs to ensure our work continues to get done.
- As we start to roll out the \$96M in CARES Act funding, we may need assistance from other areas. We are continuing to monitor.

Deputy County Manager Comments

County Manager Comments

Thank you for the neekly CARES Funding checkrins.
This is an important management and oversight step.



DEPARTMENT

Emergency Management & Homeland Security

- 1. Describe how service delivery went these past few weeks. What has been working well?
- · Service delivery of usual and customary services was without interruption, despite remote work schedules for most staff.
- 2. What has been challenging or concerning as you implement new service delivery approaches?
- Onboarding is still an issue some training (e.g. ASPEN) is slow to materialize.
- VPN and server outage exposed the one major issue we face with remote access telework. GoToMeeting as a backup to the Teams environment functioned without issue during the outage.
- · Lack of in person meetings, etc. make some decision-making and assignments more difficult.
- 3. What service delivery modifications (if any) will you need to make for next week and why? Please note, significant changes will need to be approved by the county manager.
- Instituted more frequent virtual staff meetings to counter lack of daily contract.
- Dir and Deputy Dir have added additional time in office on a scheduled basis.
- 4. What racial equity impacts are you seeing for residents, particularly those most vulnerable and impacted by the COVID-19 crisis that impact your department's service delivery approach? What about racial equity impacts for staff in the department as you implement redesigned services?
- As we are not an outward-facing department, we have seen no equity issues arise from our changes in service delivery.
- 5. What new or additional supports and resources are you hoping to access to implement your department's service delivery vision?
- None at this time. We are evaluating some longer-term change requests but nothing pressing.

Deputy County Manager Comments

Reviewed and no additional comments.

County Manager Comments

I would just all that the very we talk about, share information about and organize around an emergency has significant racial equity impacts within our organization and in the community that we serve. Thank you.

Safety and Justice

May 17 - May 30



BI-WEEKLY SERVICE DELIVERY CHECK-IN

DEPARTMENT

Medical Examiner

- 1. Describe how service delivery went these past few weeks. What has been working well?
- Service delivery is going well. No changes were made.
- 2. What has been challenging or concerning as you implement new service delivery approaches?
- No changes to service deliveries or approaches have been implemented.
- What service delivery modifications (if any) will you need to make for next week and why? Please note, significant changes will need to be approved by the county manager.
- No new modifications will need to be made for the next week.
- 4. What racial equity impacts are you seeing for residents, particularly those most vulnerable and impacted by the COVID-19 crisis that impact your department's service delivery approach? What about racial equity impacts for staff in the department as you implement redesigned services?
- No redesigned services have been implemented.
- 5. What new or additional supports and resources are you hoping to access to implement your department's service delivery vision?
- No additional supports or resources are needed.

Deputy County Manager Comments

Reviewed and no additional comments.

County Manager Comments

I would like a capacity update on physical storage space from the Deputy County Manager.

RIZ

That you,

May 17 - May 30



BI-WEEKLY SERVICE DELIVERY CHECK-IN

DEPARTMENT

Community Corrections

1. Describe how service delivery went these past few weeks. What has been working well?

Department

• The department continues to work on connecting with clients and providing services utilizing virtual platforms. Court operations have also been conducted with virtual hearings and probation staff are providing ongoing updates to the Courts on cases as needed. Communication between the department and Public Health has been exceptional and extremely helpful. Our partnership with the IS department has also been strong as we continue to assure that staff have access to needed technology including software and hardware. The Ramsey County Correctional Facility (RCCF) and the Juvenile Detention Center (JDC) have continued to operate safely and no COVID-19 outbreaks have occurred to date.

Adult Probation

- Adult agents are in contact with clients in the community using social distancing guidelines.
- Public Health and outside vendors have provided a sufficient supply of paper masks. Staff have adapted well to wearing
 masks while in the office and are appreciative of the support from management.
- Contract negotiations with the new vendor for Pretrial Services and Diversion are progressing and we expect these negotiations to be completed successfully within the next few weeks.
- Supervision offices continue to be appropriately staffed to address all aspects of client services and have been responsive to emergency requests from clients or community stakeholders.
- With the change to the drug testing guidelines, agents have been testing clients that are posing concerns in the community. Adult agents continue limited testing outside of the public safety parameters to support clients in recovery.
- We are beginning to see an increase in early releases from the DOC due to COVID-19. These releasees are intensive
 supervised release and traditional supervised release clients. We will be providing services to these clients using our
 current staff resources but remain concerned that the number of future releases from the DOC may impact our ability
 to provide all necessary services.
- Adult Probation is collaborating closely with Public Health to provide services to medically vulnerable clients who have been released from the DOC due to COVID-19.
- Increased utilization of community monitoring as a response to probation violations has led to fewer clients being at RCCF and lower exposure risk to COVID-19.
- Agents report that clients seem to be more successful on probation because their Probation Officers are in the community and more accessible. Agents can intervene more quickly to provide services.
- Agents report more connections to community resources for mental health, jobs, food, and housing services.
- Clients state they appreciate being in the community to get back on track after having issues with supervision

Juvenile Probation

- Juvenile agents continue to see clients per contact standards using social distancing, phone calls, and virtual
 communication platforms. Staff report that clients are responding well, and family involvement has increased for some
 during this time. Agents are seeing clients in the community outside of homes, wearing masks, and utilizing distancing.
- As part of the service redesign, agents will do drug testing for clients that are posing a risk to the community.
- Juvenile field continues to order and distribute PPE as needed, including agents who needed smaller N95 masks. Public
 Health was able to get smaller masks to ensure the proper fitting. Supervisors and Managers continue to stress the
 importance of wearing masks when conducting transports, installing EHM equipment or other duties where the
 recommended distancing may be compromised. We continue to provide disinfectants, gloves, and sanitizer for staff.

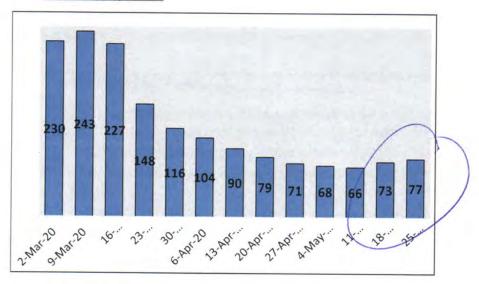


- Staff are checking vehicles to ensure each vehicle has gloves, and hand sanitizer. We have ordered a disinfectant for vehicles that is approved by Fleet Management.
- Staff have seen an increase in request for masks from clients/families. Juvenile field will be ordering a supply of paper
 masks to give to families who request them. This will ensure that clients and their families have paper masks to wear in
 public and when meeting with staff.
- Barriers for families such as transportation, child care, money for cabs, trains, buses are lessened with the option to meet and provide community programming using virtual platforms such as ZOOM, Facetime etc....
- Work continues on Telehealth solutions to help health care providers provide connected care services to client via virtual platforms due to the COVID-19 pandemic. As part of the proposal, there is a request for laptops to ensure clients can participate virtually. In addition to this, also providing a process and software to get electronic signatures

RCCF

- Began testing asymptomatic inmates on day 9 of their sentence. This is a result of successful collaboration with Public Health who acted as an advocate on our behalf. Per the Minnesota Department of Health, Ramsey County is the only county to offer asymptomatic testing to inmates.
- All staff and residents must wear protective masks in public areas in the facility. The masks, along with social distancing, should greatly lower the risk for the spread of COVID-19.
- RCCF continues to primarily use full-time correctional officers in the facility. In the event that full-time staff test positive
 or need to quarantine, the plan is to utilize the pool of intermittent officers. Currently, this pool has enough officers to
 meet the needs of the facility.
- Staff have created a Continuity of Operations Plan (COOP) for continued food service in the event of kitchen staff shortages. This plan includes two separate teams of kitchen staff at the JDC and RCCF, the training of non-kitchen correctional officers to act as back up and in the event of wide-spread staff shortages, and the use of local contracted meal services based on length of disruption (per COOP guidelines).

RCCF Daily Population



Juvenile Detention Center

 Distance learning has been going well with large monitors in every pod and video links sent by the teachers in lieu of iPADs.

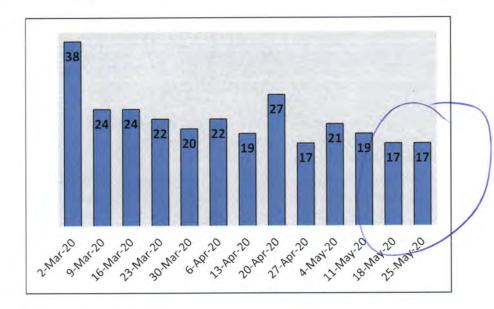
May 17 - May 30



BI-WEEKLY SERVICE DELIVERY CHECK-IN

- Video visiting for families and professional staff through Zoom, Google duo and Facetime has been working well overall.
 Families seem to appreciate that we are offering multiple opportunities to connect with the residents.
- Continuing to communicate with Probation and the courts to keep residents out of custody and/or limit the amount of time detained has kept the resident population at a minimum.
- The courts are continuing to expand online opportunities for hearings through Zoom.
- All staff are continuing to take self-assessments and temps prior to beginning shift. All contractors and professional
 visitors are taking assessment and temps and are required to wear a mask.
- Public Health tested all residents in detention 9 days or more on Tuesday, May 26th.
- Supplies of PPE for staff and residents are now sufficiently available.

JDC Daily Population



Administrative Services

- Piloting of remote cognitive programming groups (Decision Points) with observation from curriculum authors has gone
 very well. The majority of clients have remained engaged and have been willing to complete practice work (homework)
 in between sessions and join each session prepared. Staff have adjusted to this new platform of working with clients.
- The Application Management Team is building a stronger partnership with IS to support remote workforce. Working on a plan with IS to deploy more laptops.
- The first virtual Motivational Interviewing training was conducted and very well received by attendees who found it
 interactive and engaging. Additional training content will be developed to continue offering these trainings to support
 staff in achieving and maintaining proficiency with this critical skillset.
- One hundred and twenty-two staff completed the virtual Level of Service Case Management Inventory (LSCMI) training.
 Staff who continue to need this training have been provided with options to meet this annual requirement.
- In partnership with Midwest Children's Resource Center, finalizing the development of training to assist staff on working effectively with LGBTQ individuals.

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BI-WEEKLY SERVICE DELIVERY CHECK-IN

2. What has been challenging or concerning as you implement new service delivery approaches?

Adult Probation

- Concerns about staff safety in the community have been raised in response to a recent police incident that resulted in
 the death of George Floyd in Minneapolis that has raised local and national attention and outrage. We have encouraged
 staff to be aware of their surroundings, limit client contact to safe locations, and to report all safety concerns promptly.
- Staff have also reported concerns about how their clients have been impacted by the recent police incident in Minneapolis. They are seeing more requests for mental health services and referrals for assistance.
- Agents continue to work with clients on housing options and work with the DOC caseworkers to make sure new DOC releasees have a solid housing plan upon reentry.
- Transporting clients from DOC facilities when their medical status relative to COVID continue to present a significant risk
 to staff safety. ISR agents, who do the most of this type of transport, are using their assigned county vehicles which
 need to be sanitized after each use.
- Due to COVID-19 precautions, most of the clients arrested on probation violations have been released on their own recognizance, some into temporary housing that may not be sustainable in the long term. This can pose challenges for probation agents as they work to provide services to these clients. Once court proceedings return to normal, many of these released clients may face a warrant and re-arrest. Our staff will be working with other agencies to seek appropriate living options.
- Court hearings for in-custody defendants have resumed using remote technology, however, there remains a backlog of
 court proceedings for out of custody defendants, including probation violation hearings that were continued. There is
 concern that clients may be negatively impacted by the delay.
- We have worked with other criminal justice partners to reduce the daily population at the Adult Detention Center through our pretrial service vendor. More defendants have been released on pretrial supervision conditions that require community monitoring resources.

Juvenile Probation

- Juvenile field agents have been involved in contact tracing as we see more community spread of COVID-19. Agents who
 have had contact with clients who have tested positive consulted with Public Health and MN Department of Health for
 guidance. Staff are following recommendations in both cases.
- Transportation of clients continues to be challenging due to a lack of vehicles that provide for safety barriers, and
 proper circulation of air. Juvenile has access to one vehicle shared with JDC with a plexi-barrier and one van shared with
 LEC and adult field services.
- Exploring options for getting documents signed and returned by families. Encouraging staff to use the drop boxes that have been set up. Further planning needed to move to a paperless system.
- Lack of access to devices, laptops and/or WIFI. Last week juvenile field ordered 25 chrome books through Youthprise
 using Individualized Service Funds. Youthprise negotiated a reduced price of \$200 for each laptop. This fee includes
 delivery of the laptop to the family and insurance for the laptop in case it is lost, stolen or damaged. The laptops are
 used to assist with school, community-based programming, virtual meetings with Probation, participating in virtual
 school activities such as graduation, award ceremonies, band concerts etc.
- Work continues on Telehealth solutions to help health care providers provide connected care services to client via virtual platforms due to the COVID-19 pandemic. As part of the proposal, there is a request for laptops to ensure clients can participate virtually. In addition to this, also providing a process and software to get electronic signatures.

May 17 - May 30



BI-WEEKLY SERVICE DELIVERY CHECK-IN

Juvenile Detention Center

- Providing sufficient space for new residents to be kept separate, per Public Health recommendations, has been challenging.
- We are continuing to monitor the need for backfilling staff when sick time is needed or vacation requests are made, or
 in the event of an internal outbreak of COVID-19. Redeployment efforts by utilizing APOs in the field, Juvenile Probation
 Officers and Correctional Officers are being considered within the department.

Administrative Services

- Staff are using a wide range of devices including county laptops, iPads, and personal devices. Responding to and troubleshooting issues with each different type of remote device can be challenging.
- The remote version of facilitating cognitive interventions is best conducted with a smaller number of clients involved in
 each intervention, this decreases capacity on the number of clients we can provide research/evidence-based practices
 to at any one time.
- Modifying some of the safety training modules for virtual delivery has been challenging and we continue to try and
 creatively envision a way to effectively deliver the content in a meaningful way. Navigating scenarios and debriefing
 remotely will require some additional planning to be successful.
- 3. What service delivery modifications (if any) will you need to make for next week and why? Please note, significant changes will need to be approved by the county manager.

Adult Probation

- We continue to review our drug testing protocols to determine if we need to change frequency of testing and/or adjust clients who are required to test.
- As DOC continues to release more clients from state correctional facilities into the community, the department and the
 County will need to respond with adequate resources to manage these cases. The DOC has been providing weekly
 updates as they work to resolve legal action that has been brought forth by the ACLU and others.
- Corrections is collaborating with other criminal justice partners to explore video options for court hearings. There may
 be some technology enhancements needed to effectively participate.

Juvenile Probation

- Juvenile courts have begun virtual hearings for youth/families in the community. At this time, they are doing
 appearance reviews, dispositions, walk-in probation violations, and initials. The District Court has 15 new ZOOM
 licenses to support virtual hearings, large monitors in court rooms, and wireless micro phones. Probation staff can
 request virtual hearings and are doing hearings from home. Probation staff are communicating and assisting families
 with understanding ZOOM, reminding families about upcoming hearings.
- Juvenile probation continues to review each Probation Violation and how we respond to misconduct to determine if an appropriate community-based option can meet the client/family needs.
- Finding and maintaining stable housing continues to be difficult for some families.

RCCF

Facility is prepared to start offering food service to the BTT shelter facility when that location is needed to serve
residents.

Juvenile Detention Center

Continuing to work on Google meets for SPPS face time meetings with staff and residents as well as installing Wi-Fi
throughout the facility to better deliver online content and programming.

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BI-WEEKLY SERVICE DELIVERY CHECK-IN

- Finishing installation of equipment for Pod 200, to open as a new intake area.
- In cooperation with the Chief Judge and based on concerns brought forth by the American Civil Liberties Union (ACLU), we are creating protocols and procedures to resume in-person visiting effective June 1st.
- Continue to work on staffing plans should coronavirus spread into the facility. Currently exploring the utilization of Assistant Probation Officers, Probation Officers and correctional officers from other divisions.
- 4. What racial equity impacts are you seeing for residents, particularly those most vulnerable and impacted by the COVID-19 crisis that impact your department's service delivery approach? What about racial equity impacts for staff in the department as you implement redesigned services?

Department

- This week a tragic incident occurred in a neighboring county which resulted in the death of a community member, George Floyd, by the actions of a law enforcement officer. This incident has led to widespread community outrage and in many ways highlights the need for ongoing and significant justice system reform, and addressing the tremendous disparities and inequities
- 5. What new or additional supports and resources are you hoping to access to implement your department's service delivery vision?

Department

 The department will need support from the County in the ongoing effort to address the significant and deeply rooted concerns and frustrations that our staff and clients are experiencing from the recent tragedy that occurred in Minneapolis with the killing of George Floyd by a police office, along other historical trauma.

Adult and Juvenile Probation

- The implementation of technology solutions for electronic document processing, electronic signatures, and creating portals for better client communication will support successful remote work
- Continued support of a variety of virtual access platforms (Microsoft Teams, Zoom, Duo, etc.) to keep in contact with our clients (with access to a wide range of technology tools), facilitate staff training, and keep us all connected continues to be very important.
- There is an immediate need for a negative pressure vehicle to safely transport clients from the DOC facilities

Juvenile Detention Center

- Considering redeployment and staffing needs in other parts of the County, we will need to manage facility staffing
 resources very carefully and potentially backfill positions to maintain adequate coverage.
- Continued IT support to finalize installation of Wi-Fi throughout the facility.
- Working on securing options for summer programming for youth at the JDC.

Deputy County Manager Comments

- Staff at the Spruce Tree location were displaced due to the civil unrest in response to the killing of George Floyd. Alternate work
 locations or the option to work from home were provided to staff. Community visits with clients were temporarily suspended
 due to safety concerns.
- Continue to offer facilitated discussions for staff to process the events related to the death of George Floyd.
- Thank you for assisting your HWST colleagues by offering access to the peer support resources you have in place internally for responding to traumatic events.



County Manager Comments

Thank you for your work to reinneger justice so that this community works for all of us. I want to know-do as see any tengible changes in community safety under the more "community based" model that's been implemented in response to COVID? I do not went to return to before unkso date tells us there is no other option.

Please connect with workforms Solutions to discuss your use of Google Platforms to support youth. They struggling though this issue now.

There you,



DEPARTMENT

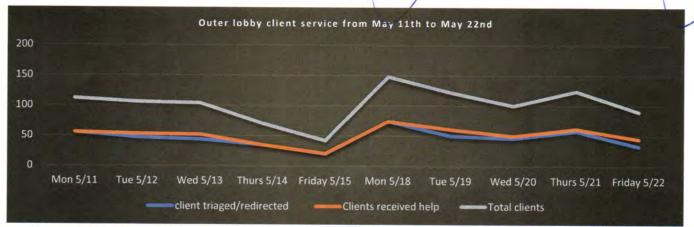
Financial Assistance Services

1. Describe how service delivery went these past few weeks. What has been working well?

- Service delivery has been going very well for conducting business. Telephone calls and Emails are still the primary methods
 of client contact as we continue to deliver department's essential services to residents. There are limited services available
 at the outer lobby on an emergency basis.
- Staff continue to work well remotely and issue clients' benefits on time.
- Waivers and changes in program policies intended to streamline the new applications and recertification processes are still in effect.
- The FAS call center continues to be the integral part of connecting residents to appropriate service area.

Data collected from last two weeks shows that the trends of clients seen in the lobby continue to dwindle. There were a
total of 509 clients that came to the outer lobby over the course of two weeks and 46 clients (about 9%) who needed to
have a face-to-face interaction with a financial worker.

Outer lobby client ser	rvice					1					/	/ \
Day	Mon 5/11	Tue 5/12	Wed 5/13	Thurs 5/14	Friday 5/15	total	Mon 5/18	Tue 5/19	Wed 5/20	Thurs 5/21	Friday 5/22	total
client triaged/redirected	56	47	44	35	20	202	74	50	46	58	33	261
Clients received help	0	6	8	0	1	15	0	11	4	4	12	31
Total clients	56	53	52	35	21	217	74	61	50	62	45	292



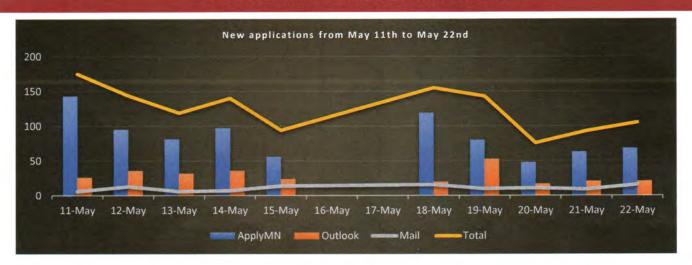
The trend of new applications received by the agency continues to be an average and similar to prior COVID 19 volumes.

Date	ApplyMN	Outlook	Mail	Total	Weekly
11-May	143	26	6	175	
12-May	95	36	13	144	_
13-May	81	32	6	119	-
14-May	97	36	7	140	/
15-May	56	24	14	94	672
18-May	119	20	16	155	
19-May	80	53	10	143	
20-May	48	17	11	76	1
21-May	63	21	9	93	
22-May	68	21	16	105	572

May 17 - May 30



BI-WEEKLY SERVICE DELIVERY CHECK-IN



2. What has been challenging or concerning as you implement new service delivery approaches?

- The Department of Human Services has currently suspended face to face interviews and is allowing verbal applications, verbal client signatures and self-attestation for verification. The concern is these waivers and suspended application requirements, which make services more accessible for residents, may go away unless legislative action is taken. For the 2020 Special Legislative Session this would be a top priority which MACSSA and AMC are both supporting as well.
- 3. What service delivery modifications (if any) will you need to make for next week and why? Please note, significant changes will need to be approved by the county manager.
- In light of expanding the integrated walk-up sites and introducing navigator roles, FAS has been working with the Incident Management Team and other departments to make this expansion of services a top priority.
- Part of West bay on 4th floor has been identified as a place that would be needed to accommodate the integrated service
 expansion. Since this area contains Federal Tax Information, FAS is working with IMT and Property Management to ensure
 measures to safeguard FTI are in place before this area is converted to a resource center/lab training. Also, the department
 is working with appropriate partners to smoothly relocate staff who are still working in the office to different workstations.
- FAS is preparing for opening the main Customer Service Center in East Building for the same services we are currently providing in the outer lobby of 160 E. Department's operations are stable, and the redesigned services will continue.
- In preparation for moving the special FAS Lobby Team to inner customer service area, for the safety of residents and employees, Property Management will install plexiglass barriers at some windows in the main customer service lobby.
- 4. What racial equity impacts are you seeing for residents, particularly those most vulnerable and impacted by the COVID-19 crisis that impact your department's service delivery approach? What about racial equity impacts for staff in the department as you implement redesigned services?
- None
- 5. What new or additional supports and resources are you hoping to access to implement your department's service delivery vision?
- Support to relocate staff who are currently located in the west bay on 4th floor.
- As we open the main customer service area, to mitigate the potential transmission of COVID-19 within the building, there
 will be a need for more frequent cleaning and disinfecting on high-touch surfaces.



Deputy County Manager Comments

- Waivers affecting FAS are included in the list being addressed by MACSSA and the AMC Blue Ribbon Committee.
- Continue to partner with IMT regarding expansion of the integrated walk-up sites.
- Staff at the Community Action Building (aka Bigelow Building) were displaced due to the civil unrest in response to the killing of George Floyd. Alternate work locations or the option to work from home were provided to staff.

County Manager Comments

Please time into the Board neeting on Jun 9 to see the discussion about the fiture welk-up site model. The goal is to never return to "the way we used to do it." We see an apportunity for progress!

Thank you,

- 270



DEPARTMENT

Housing Stability

- Describe how service delivery went these past few weeks. What has been working well?
- Focusing on wraparound services and the expansion of Housing Support into hotels.
- Ability for homeless shelter system to cover service gaps in emergencies.
- Family shelter entry down due to unrest on University Avenue.
- 2. What has been challenging or concerning as you implement new service delivery approaches?
- Safe Space had to close on Saturday due to staffing issues. Sunday it reopened with reduced capacity.
- Too many things going on at once. Ill prepared for the # of priorities coming at us.
- What service delivery modifications (if any) will you need to make for next week and why? Please note, significant changes will need to be approved by the county manager.
- Family Shelter waitlist entry needs to restart.
- 4. What racial equity impacts are you seeing for residents, particularly those most vulnerable and impacted by the COVID-19 crisis that impact your department's service delivery approach? What about racial equity impacts for staff in the department as you implement redesigned services?
- Worried about COVID-19 spike after protests and expect that this will predominately impact people of color.
- 5. What new or additional supports and resources are you hoping to access to implement your department's service delivery vision?
- None

Deputy County Manager Comments

- Staff at the Community Action Building (aka Bigelow Building) were displaced due to the civil unrest in response to the killing of George Floyd. Alternate work locations or the option to work from home were provided to staff. This adjustment impacted the ability to address the Family Shelter Waitlist.
- Staff worked quickly over the weekend to relocate individuals living in an encampment located near the Minnesota History Center due to safety concerns. These individuals were transported to the Intercontinental Hotel.

County Manager Comments

Do the best you can be prioritize and use the DCM as a place for support when the work is overstelming. Itersing instability will continue to challenge us in the short term. That you for



DEPARTMENT

Health and Wellness Administrative Division

- 1. Describe how service delivery went these past few weeks. What has been working well?
- Service delivery is going smoothly overall.
- The pace of new contracts is increasing. Contracts for hotels are being put in place and progress on Food and Basic Needs
 Distribution RFQ being drafted. It will be released this week. Several contract amendments are in progress to increase
 technology related to client discretionary funds for Adult Mental Health clients. New contract request to assist residents
 with rent, mortgage, and utility payments, as well as a new contract to provide program services to residents staying in
 hotels.
- 2. What has been challenging or concerning as you implement new service delivery approaches?
- We are continuing to work through electronic invoicing issues.
- Measuring the productivity of some staff as they work remotely.
- Helping staff remain connected and feel supported. People are working at a fast pace and people are tired.
- Long term remote work is starting to take a toll on team spirit and interpersonal connections.
- What service delivery modifications (if any) will you need to make for next week and why? Please note, significant changes will need to be approved by the county manager.
- None
- 4. What racial equity impacts are you seeing for residents, particularly those most vulnerable and impacted by the COVID-19 crisis that impact your department's service delivery approach? What about racial equity impacts for staff in the department as you implement redesigned services?
- Ensure that new navigator roles are structured to strengthen families, including connecting families with young children to early childhood resources.
- 5. What new or additional supports and resources are you hoping to access to implement your department's service delivery vision?
- Contract managers are at capacity and this level of work cannot be sustained after June.

Deputy County Manager Comments

- Continue to monitor and support staff working remotely.
- Collaborate with the DCM to address workload issues in contract management.
- Staff in HWAD quickly assisted with readying space at the East Building for staff in Social Services and Financial Assistance Services who were displaced due to the civil unrest in response to the killing of George Floyd.

County Manager Comments

Please west with Smence to discuss capacity surges that support conducating needs and vendor payment backlogs. We need to help HWAD in this mount with a much happening. Thank you, RTD

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BI-WEEKLY SERVICE DELIVERY CHECK-IN

DEPARTMENT

Public Health

Describe how service delivery went these past few weeks. What has been working well?

Environmental Health:

- Sent message to pools regarding executive order updates.
- Scheduled meeting with City partners regarding outdoor dining approaches.
- Formed EH small group to track local issues about racial and health equity related to COVID-19.
- Collaborating with R&E on food preservation messages and translating when deemed appropriate.
- Credit card payment through designated phone and online payment is now LIVE.

Clinical Services:

- Clinical teams continue to do virtual visits and safely conducting in-person visits for people who are identified as needing to be seen curbside and inside the clinical areas.
- SOS Over the period, the team set up a secure email and system for volunteers and staff to do virtual Webex visits with Regions Hospital advocacy during SANE exams. Staff hours will be changing to cover from 7 a.m.- 7 p.m., staggering schedules and integrating volunteers as we establish staff on the protocol.
- Outreach continues to conduct offsite HIV testing in a safe manner; syringe services has maintained its hours and provided enough supplies to clients to enable fewer visits to the exchange.

WIC:

- Mailing of ROI's to WIC participants for their signature in order to resume connecting families to critical programs. Seems the returned rate of these forms is greater than expected considering families must mail back the form.
- Extension of USDA waivers through June 30, 2020, which allows WIC to continue providing services via phone by waiving requirements such as physical presence and heights/weights/hemoglobin's measures through June 2020.
- Past 2 weeks: 262 eWIC cards mailed; 55 Curbside cards.
- An essential services staff was able to shop for WIC foods for one of our quarantined WIC families.

Correctional Health: Going well, surveillance testing going smoothly, results coming in within 24 hours.

Administration/Vital Records: Increased services provided for time sensitive marriage license requests.

Family Health:

- Staff utilizing the flexible remote schedule that Family Health is providing (i.e. 7 till 7 pm) and thus able to balance personal
 responsibility with work.
- Families continue to engage in virtual visits, some with greater frequency than others.
- HFA staff found a way to text Microsoft Teams link to clients and is currently testing the process (i.e. client does not need an email to join MS Teams visits).
- MDH approved our request to use grant \$ to purchase cellphone stands for families to support virtual visits.
- Staff started using virtual interpreting services through ARCH Language Network.
- Staff found creative ways to make their workspace at home comfortable.
- 2. What has been challenging or concerning as you implement new service delivery approaches?

May 17 - May 30



BI-WEEKLY SERVICE DELIVERY CHECK-IN

Environmental Health: Completing programmatic responsibilities with increased role of EH program staff in the ICS response has become a challenge.

WIC: As Covid-19 testing increases and we are starting to see more community exposure, staff are needing more re-assurance that it is safe to come to clinic/work.

Correctional Health: No challenges this period.

Administration/HouseCalls: Completing and exchanging paperwork for utility and rent grants without a secure electronic method available to clients and staff.

Family Health:

- Staff trying to find strategies to keep families engaged in virtual visits (i.e. sending short video clips of staff instead of text messages).
- Activation and training of 10 PHN's for ICS Essential Services in the past week in addition to the previously 5 activated, and
 2 more in contact investigation are now scheduled up to 100% of their time. This massive redeployment significantly
 reduces the ability of Family Health to provide MDH defined "critical home visiting services" to very low resourced
 pregnant, postpartum, breastfeeding, families with new babies, teen parents, and families experiencing domestic violence
 and COVID-19 with reduced access to school, medical, and other community supports.
- Reduction of staffing due to reassignment compromises the availability of the FH Community Outreach Team to continue
 the critical BECC work and engagement with community partners.
- System challenges and opportunities to meet the COVID-19 needs of Family Health enrolled clients. Families are requesting
 health information and testing, formula and diapers, and masks and thermometers from their PHN's. If tested, their
 positive result notification from MDH to SPRCPH has not been received so ICS Essential Services have not been activated.
 FH does not have masks or thermometers for distribution and limited supplies of diapers and formula. The systems
 opportunities include, if PHN's are available and with training, FH staff doing the health teaching, resource assessment, and
 delivering of items to families early in the COVID-19 identification process.
- Despite MDH COVID-19 testing recommendations, many non-English speaking clients have not been able to be scheduled
 for testing. In a clinic, typically very sensitive to the needs of the populations they serve, the client has to call the clinic, the
 clinic has them call another triage number for COVID-19 screening, and if the screening indicates risk, they then have to call
 the clinic back for a testing appointment.
- With increased re-deployment to ICS work, our FTE availability to provide Family Health visits is reduced. Division is finding
 ways to balance ICS work and home visiting services.
- Delays in accessing interpreters through Language Line leading to concerns about capacity for increased requests.
 Reportedly as long as a 40-minute wait yesterday, and a 20-minute wait for an Essential Services family.
- Many questions from staff and clients about access to masks.
- What service delivery modifications (if any) will you need to make for next week and why? Please note, significant changes will need to be approved by the county manager.

Correctional Health: Movement in the facilities change due to status of lockdown in the facility. This also affects movement of patients for medical needs. We will be adjusting as needed to attend to patients while being safe and adhering to facility needs.

Clinical Services:

 Sexual Health Outreach: Our outreach staff have been getting requests to do education via presentations to small groups, while maintaining social distancing. These requests are in conjunction with HIV testing in some cases, which staff have been conducting while in proper PPE and using social distancing measures. We plan to move forward with this service while maintaining flexibility to meet our ICS response needs.

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BI-WEEKLY SERVICE DELIVERY CHECK-IN

- Sexual Health Client Facing Services: We are looking to expand services to see additional people on site for long-acting
 contraception and others who have acute and severe ST(s or other GYN medical concerns. We will submit a robust plan
 following this submission that includes rationale, target populations, process and the safety measures we will employ.
- Immunizations: We would like to begin vaccination services for priority populations, starting with children ≤36 months and then expanding to other populations. We will submit a robust plan following this submission that will address target priority populations, process and safety measures that we will employ.
- HIV screening: We have been working with MDH to identify process and get approval to do HIV home/self-screening. We will submit a plan following this submission about the inclusion of this option in our services.
- SOS -We are working on a protocol to do an in-person response with the law enforcement follow up investigative interviewing starting with St. Paul PD and then integrating with all police departments (sex crimes reaches out report). We will submit a separate plan for this process and safety measures that we will employ.

Administration:

- Will work with Clinical Services at Cedar on service expansion planning to include ancillary and support services, as well as employee and client safety plans.
- As Cedar building access increases, will also consider planning for expansion of in-person Vital Records and HouseCalls services.

Family Health:

- Start conversations on developing a process for resuming in person home visiting with MDH guidance.
- Reduce the numbers of home visits to accommodate for the Essential Services staff call up.
- Explore and secure additional staffing options for Essential Services and Contact Investigation work.
- 4. What racial equity impacts are you seeing for residents, particularly those most vulnerable and impacted by the COVID-19 crisis that impact your department's service delivery approach? What about racial equity impacts for staff in the department as you implement redesigned services?

Correctional Health: No impacts at this time

Clinical Services: We continue to serve our residents who are most vulnerable in our Sexual Health, TB clinics and syringe services. Our outreach team attempts to reach those most at risk for STIs, HIV and other illnesses.

Family Health:

- Transportation barrier to get COVID testing, conflicting information on how to get tested from testing sites/ MDH website, test sites hours are a barrier for some residents to get tested
- With the murder of George Floyd in Minneapolis, the deep pain felt by all and particularly for those African American
 members of the community there is a deep despair, anger, sadness, and re-traumatization. Outreach work that considers
 these critical perspectives is essential and demonstrated by the BECC work group that offered a moment of silence at the
 beginning of the meeting today and future meeting agendas that directly address the issues with partners.
- The racial impact of this murder combined with increased incidence of COVID-19 risk and the stress response, further
 increases the health risks.
- Reduced home visiting to largely non-white families reduces the support that the families describe as invaluable.

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BI-WEEKLY SERVICE DELIVERY CHECK-IN

5. What new or additional supports and resources are you hoping to access to implement your department's service delivery vision?

Clinical Services: Supervisors are asking for training about how to more effectively supervise staff who are working remotely.

WIC: Although we have a temporary solution for securing signed ROI's from participants, it is labor intensive. We look forward to putting Adobe sign in place after approved by the county work group.

Administration: Look forward to county-wide e-signature solution.

Family Health:

- Plan for distribution of masks to staff and clients/families.
- Additional staffing for COVID-19 work with continued prioritization of virtual home visits to the most at risk families.

Deputy County Manager Comments

- Continue to monitor and adjust to staffing needs and raise long-term concerns to the DCM.
- Adobe sign was approved by the TGC and a work group has been developed for implementation.
- Work with HR regarding necessary supports for supervisors who need tools to effectively supervise staff remote staff.
- Public Health staff worked long hours responding to the community needs during the civil unrest that erupted in response to the murder of Mr. George Floyd in Minneapolis.
- Immediate adjustments were necessary for WIC staff due to the unrest. All staff working on-site were instructed to work 8:15-4:45 and not through 6:45. Scheduled appointments are handled by WIC staff working from home. Phones will be remotely answered until 6:30. No curbside pickup after 4:30.

County Manager Comments

So much great week hoppening here. We will continue to be challenged by ICS staffing needs. I thank the department for continuelly madifying service delinery based on known known and resident reads. All approved to make cheel.

Thouk you!



BI-WEEKLY SERVICE DELIVERY CHECK-IN

DEPARTMENT

Social Services

1. Describe how service delivery went these past few weeks. What has been working well?

Lake Owasso

Service delivery has been smooth without illness among residents, but we have two staff out pending COVID-19 testing due
to a COVID positive household member (both staff from the same household, a child has tested positive).

Child Protection Intake / YEP

• A good week of service, intakes and screening continue to increase this past week. Staff continued to feel supported and have the necessary protective gear to conduct home visits.

Child Protection Diversion

• Diversion staff are training, learning, asking great questions, and wanting to learn their roles. They are attending mappings in intake and program and seeing the differences, and job shadowing different staff members.

Child Protection Case Management

Service delivery went well.

Family Support

- Court reports are in on time, people are used to this communication.
- Staff come to office to print, mail, copy, scan and help others with their needs doing coverage. They are able to prioritize
 and plan for week ahead in terms of what they need at home and what they need here. They report a sense of
 camaraderie: feel connected when see another person in the unit, miss days of connection. Remote work is helpful, but
 few would express want for total telecommuting.
- Messages from DHS have varied a lot, staff hearing from others that "normal" won't be for 12-18 months and it is
 disheartening for some. The positive: many staff interested in getting back into community to do social work in person
 with clients.
- No placement blowups! But staff feel need for face to face services. The vast majority of homes are managing well, but a handful need more involvement. Supervisors are thinking critically about home visits: families who are not reachable by internet, staff with concerns about a child whom they haven't heard from due to lack of communication, others have a need to drop off a document how to do all of this in a no contact way (e.g., carry PPE, meet kid outside to put a visual on youth or at window or balcony to have a large distance away). This has been more about tech workarounds ultimately than safety concerns.

Crisis

Adult and Child Crisis workers continue to provide services in the community and at 402 University. Some staff are located
in the community to respond to calls.

Detox

Obtaining PPE

Mental Health Center/ ACT/CRT/ ADC/ Mental Health Court

- Continue to deliver services via walk-in, telephone, and telehealth. In the process implementing group telehealth services.
- Telehealth room has been useful for several clients to be seen.
- ACT specific: Combination of telehealth and face to face visits continues to go well. Type of visit and frequency
 determined by specific client needs. Positive feedback from clients.

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BI-WEEKLY SERVICE DELIVERY CHECK-IN

Adult Protection/ Prepetition Screening / Adult Case Management

- Targeted case management intake has begun collaborating with Corrections department to explore ways to connect
 individuals to case management services before discharge into the community. The goal is to improve engagement in
 services and increase mental health stability in daily functioning
- COVID-19 continues to impact the ability of Prepetition to conduct face to face screenings at community hospitals and
 correctional facilities. Prepetition is still able to assess need for civil commitment via phone screenings.
- Adult Protection has begun to explore ways to transition safely to assessing all referrals face to face. They are reviewing
 each staff's caseload and determining priority for face to face meeting.

2. What has been challenging or concerning as you implement new service delivery approaches?

Care Center

- PPE (isolation gowns) problematic
- Change in status of residents that need isolation has at times proved problematic and we will need to audit/train more frequently.
- Delivery of isolation service will cause us to adapt and change.

Lake Owasso

 Ongoing extra costs associated with having more staff on during day shifts while residents remain out of their day programs.

Child Protection Intake / YEP

- Continuing to keep staff safe as they make their visits in the field face to face to support families and meet the requirements of meeting victim timelines.
- Making sure that teams are adequately staffed/covered as some of our staff go over to assist with the new housing team.
 Reassigning cases and making sure it is done in an equitable way.

Child Protection Diversion

- SSIS help desk has not responded to emails sent concerning staff completing their SSIS modules; staff are ready for SSIS training in order to access and learn the system, and to start taking cases. Emails were sent on 5/13, 5/19, and 5/26.
- Completed the HR pre-consolidated pre-hire forms for two individuals; would like to get them started as soon as possible
 for training purposes. Unclear with the information sent from HR about salary calculations, it is just a challenging process in
 general when this is an additional task to complete.

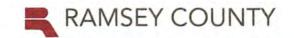
Child Protection Case Management

- Spent a significant amount of time reminding case aides that duties could change often during this time and in the future. They have been asked to assist in other ways, like redacting and assisting staff when children are at Children's Hospital awaiting placement. Case aides were asked to make decisions that always put residents first. This work is a collective effort and flexibility in daily tasks is required.
- Placement of children when family hasn't been identified as an option is stressful for children and staff. The hospital has strict protocol to protect patients and our children who are awaiting placement. This past week, we had an 8-year-old who was exhibiting some very significant behaviors. Usually we would work with the parents to help keep the child calm. During this time (COVID-19), the mother was not able to see her daughter. We offered video/phone usage, but it was not helpful for this child. She had not had an in person visit in several weeks prior to this placement disruption.

Family Support

Change of supervisory staff on May 18.

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BI-WEEKLY SERVICE DELIVERY CHECK-IN

- Socio-economic issues about access to computers continue. We had situation where staff were not able to connect on Zoom/Teams with child in foster home, so staff went to home and spoke directly to youth. Youth was on balcony, safe distance, this encounter gave confidence to staff that youth was doing well in the home.
- Child foster care providers who had jobs outside home and lost them are applying for unemployment, general belief in community that DHS should provide increase to MAPCY rates during COVID-19. Same for AFC providers: the biggest concern is money. Sites are not getting paid more for providing 24-7 care, when previously they had many of their clients gone for part of the day.
- Tax season has stretched out past April. Lots of questions about claiming foster children with taxes, stimulus, and other financial programs (providers need a tax accountant to walk this through).
- Confusion exists about fingerprints for NetStudy 2.0. Ramsey County has now seen a return of at least 8 providers who are
 able to do fingerprints yet there remains a suspension of enhanced studies. DHS reports they are not able to accept
 fingerprints into NetStudy 2.0.
- Children with special needs state PCA worker lost hours, provider has limited help/supports and have trouble meeting all
 the needs for the children. It seems like IEP services are not accessible, or not getting done in timely manner or
 assessments are not complete, assessor can't put eyes on when the child is out of school.
- It took MH therapists time to get on Zoom, but many folks are now getting help via video. However, it does not work for all kids, depending on age. Some kids are too young to engage over iPad for telehealth (because they are 3) and it has been a struggle to get them services. Telehealth is okay for older kids who can manage it. In one instance, a therapist came to kid's house and went for walk via social distancing, didn't expect a home visit from the therapist but child is struggling/having hard time and therapist went above-and-beyond. Telehealth didn't reach him, especially young ones, who engage 10 min and lose interest.
- Some CCL (daycare) providers have expressed concern about stores limiting access to one gallon of milk or access to other supplies that would need to be more ample for running a daycare. Governor Walz instructs stores that no supplier can limit reasonable orders of cleaning, hygiene and sanitation supplies by childcare providers who are servicing children of parents working in critical sectors. There is a place to report violations on-line to state of Minnesota.

Crisis

- SPPD have reprioritized work and calls, there has been active resistance by both the Emergency Communications Center
 and the patrols to respond to assist with Crisis.
- Masks hinder communication with individuals who have difficulty hearing, are anxious or having paranoia about people.

Mental Health Center/ ACT/CRT/ ADC/ Mental Health Court

- Continue to struggle with obtaining essential documentation from clients. It would be useful to have those documents in an electronic format.
- Clients not having access to appropriate technology for telehealth and phone sessions.
- ACT specific Continue to balance client services with staff and client safety.

Adult Protection/ Prepetition Screening / Adult Case Management

- Due to staff redeployment in targeted case management, there is concern about impact on revenue as cases were transferred to vendor agencies to accommodate staff changes.
- Face to face interviews are best practice for all teams under Adult Support. Clinical judgments rely heavily on in-person contact. Staff are continuing to try to assess and coordinate services via phone. In discussing transition plans for face to face contact, staff have discussed the need to be able to provide masks to clients as well. There is also concern that even if clients were provided with masks, they could refuse to wear them during the visit.
- Adult Protection and case management expressed concern about wearing masks with clients who may be experiencing
 dementia or psychotic symptoms. The masks could exacerbate symptoms. Adult Protection did an outreach with an elderly

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BI-WEEKLY SERVICE DELIVERY CHECK-IN

individual where the mask caused fear as the individual could not cognitively comprehend why the mask was being worn. In Adult Protection, staff were asked that whenever possible they remove their mask at a distance, or present with it down and then explain that they will be pulling it up to cover their face for the person's protection. This situation has caused a lot of distress for staff as well to see it cause significant distress in clients.

- Targeted case management and adult protection have seen that clients who would benefit from some type of inpatient treatment decline services due to risk of obtaining COVID-19 in a hospital or treatment setting. Case management had a client whose sister died suddenly. The client relapsed on alcohol as well as been exploited by some associates. Diane Ahrens Crisis Residence was recommended but client declined. Adult Protection received a report this past week regarding a father whose daughter with significant mental health issues, and on an Assertive Community Treatment team had tied/restrained his daughter for 2 hours due to her trying to strangle herself. He had concerns about her going to the hospital due to COVID. He historically was agreeable to hospitalization with heightened symptoms. He was cooperative in meeting with the ACT Team to develop a safety plan in the future.
- Case management also has been working with a client who is undocumented. He is diabetic and diagnosed with Major Depressive Disorder. He was admitted to the hospital due to difficulty breathing. His initial test was positive for COVID. The second test showed a bacterial infection. The client was discharged home where he lives independently. There was concern about ensuring that this client had food. Food delivery may not be an option for several days. With conflicting test results, case management needed to ensure there is access to food. This could have included case management intervening to provide groceries as well as trying to figure out how to safely provide the groceries to the client and receive signature on disbursement receipts.
- What service delivery modifications (if any) will you need to make for next week and why? Please note, significant changes will need to be approved by the county manager.

Lake Owasso

We have been surveying guardians as to wishes regarding their persons returning to Day Programs. We are offering to
expand our in-house Services During the Day to accommodate higher risk residents (over 60, co-existing health conditions)
rather than having them return to day programs where they would mix with persons from other congregate living settings.
We would like to remodel a previous storage area to become a day services activity space to facilitate this change.

Child Protection Intake / YEP

As things begin to open up around the state, wondering how this will affect workers getting back into a regular routine
when it comes to delivering services to clients? Will we begin to allow more face to face contact with the appropriate
social distancing and face masks? What is that going to look like as we begin to move forward?

Family Support

- How to bring a youth back from an out-of-state facility. Where to place the youth, due to COVID-19 and quarantines.
- No finalizing of adoptions or ability to sign APA's if fingerprint/background studies were not complete ahead of COVID-19.
 This will add time to the permanency options for children.

Detox

• Ramsey County's Detox has been operating under Minnesota Rule 9530 as a Detoxification Program. In 2019 the Legislature created a Withdrawal Management Program under Minnesota Statutes Chapter 245F. We would like to pursue an application to request all 40 beds (please note during the pandemic we are operating at 50% capacity) be licensed as a Medically Managed Withdrawal Management Program. Under this new license many of our services will remain the same such as detoxification, assessment, intervention and referral services. Some new services will include peer recover support services, care coordination and stabilization planning. We are currently planning the repurposing of current positions to meet these new requirements. In addition, Ramsey County will be able to bill medical assistance and insurance companies \$515.00 per day and \$75.00 Room and Board for services provided by this Medically Managed Withdrawal Management

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BI-WEEKLY SERVICE DELIVERY CHECK-IN

Program. To ensure people are insured we have set up and trained two staff in the MNsure application system to either enroll or reactivate their applications for medical assistance.

Adult Protection/ Prepetition Screening / Adult Case Management

- We will need to think about how to support clients with financial supports to meet basic needs while they are experiencing
 physical health symptoms or needing to quarantine as a result of COVID/symptoms. Clients must sign the receipt to
 acknowledge that they received the support.
- 4. What racial equity impacts are you seeing for residents, particularly those most vulnerable and impacted by the COVID-19 crisis that impact your department's service delivery approach? What about racial equity impacts for staff in the department as you implement redesigned services?

Family Support

- We have a Somali home that is seeking residents, but they are facing lack of requests for placement at this time (same as some others).
- Language specific client needs are harder to serve when not in-person. Some slow down with mail services, takes longer to get things back. Or, clients don't have a video method, or don't know how to use it. Being in person, even with interpreter, the paperwork was faster. More difficult to demonstrate online. Even outside interpreter issue is the length of time it takes to get to informed consent. In person interpreting was faster. There was no "getting used to computers" or needing to use Zoom to try to communicate. Forms are in front of both staff and client and can be looked at simultaneously. Even with interpreter helping, forms are awkward and confusing online.
- Thank you for Arch as back up to Language Line!
- Many of our relative foster-homes would identify as people of color. Some homes will be/are hit harder by job loss as it translates into less income to the foster home. We've been able to help some families with Cub/Target cards. Money is tight and down. Most places can use soap and water for hands or are able to clean surfaces. In case of COVID-19, we can ask for help form MDH, but is there a larger plan to help provide masks to homes to aid in social distancing.

Adult Protection/ Prepetition Screening / Adult Case Management

- The described situation in question 2 in Adult Protection with the daughter/father appears to have been a Hmong family.
 We cannot say for certain whether race had anything to do with the situation. However, considering how we are educating the community in general about the safety in going to the hospital when necessary is something we should think about as well as accessing and engaging with other supports to address increases in mental health symptoms.
- 5. What new or additional supports and resources are you hoping to access to implement your department's service delivery vision?

Care Center

Support for staff onsite or by phone that will be made available by Ramsey County.

Lake Owasso

Still hoping for regular access to surgical masks for staff as it appears this will be a long-term need. As residents begin
returning to day programs and eventually accessing the community more in general, masks would be needed for them as
well. We continue to use cloth masks for staff. Logistics was able to provide us with 500 disposable masks, thank you.

Child Protection Intake / YEP

• Continued supports with PPE's will always be appreciated for the Investigators and support staff out in the community everyday delivering CADS. Looking at providing cell phones to our screeners to ensure that they can continue doing their jobs when the technology we rely on goes down. Also working with screening team to develop a backup plan to assist in this team being able to still be available to the public when the system goes down.

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BI-WEEKLY SERVICE DELIVERY CHECK-IN

Child Protection Case Management

• I would like for the agency to prepare a short video of steps to report critical incidents for staff, and management. We are aware of the incident reporting form in Summit, but a helpful short video to describe what the team does, who responds, what the process involves (step by step) would be helpful.

Family Support

- Work Teams are continuing to ask for help making documents electronic. Paperless documents are the future! Staff are
 excited about this, instead of transporting files along with laptop back and forth to office.
- More online trainings need to be created. Staff comfort with Zoom and Teams needs to increase.

Crisis

Overtime for supervisors who are needing to work weekends and evenings.

Detox

Please see response to question 3.

Mental Health Center/ ACT/CRT/ ADC/ Mental Health Court

- Availability of devices for clients to connect remotely via telehealth. This will become increasingly important when the
 peacetime emergency is lifted, and we can no longer bill for telephone calls.
- Plan for when seeing more face to face clients detailed below.
- ACT, CRT and ADC are currently seeing face to face clients. They are using PPE's and clients are also given masks if they do
 not have them while meeting with clients.
- Mental Health Court When the courts begin face to face services, our staff with wear face masks and maintain their
 distance in court and provide face masks for clients who don't have them (unless the courts will provide this). Waiting for
 directive from the bench.
- Mental Health Center We are currently doing minimal face to face visits based on who is coming into the MHC. For those
 who enter the MHC chairs are arranged in the waiting room to be 6 feet apart, group rooms used for 1:1 meetings with
 providers and chairs set up 6 feet apart, all areas where clients are being seen cleaned before and after each client visit, all
 staff wear masks when meeting with clients, client wearing masks while meeting with providers (if they don't have masks,
 we will provide them), client's temp taken, and front desk staff administers brief health questions, Plexiglass shields will be
 installed at the front desk, hand sanitizers are located by the front desk and on the west wing (close to the group rooms),
 X's are marked 6 feet apart by the front desk.
- ACT face-to-face visits at the Office Hand sanitizing station has been requested to install in waiting area, seating in the waiting room to modified to allow for 6 feet between each seat, front desk already has plexiglass barrier to the waiting area, when a client arrives at the office, they will be asked COVID-19 symptom check-list questions, If symptoms are present, staff will offer a phone appointment or rescheduling in office appointment to a later date. Client will be given direction on communicating with a COVID testing hotline to determine is testing is recommended. If no symptoms appear to be present, appointment can begin. All staff will wear masks when meeting with clients, client will be wearing masks while meeting with the provider, the Interview Room #130 and the Psychiatry office will be used for 1:1 meeting only, allowing for 6 ft distance between each person, the conference room #107 will be used for no more than 4 people at one time. Allowing for 6 ft distance between each person, all areas where clients are being seen will be cleaned before and after each client visit by the staff meeting with the client. This includes the waiting area, interview room, psychiatry office, and conference room.
- ACT face-to-face visits in the community Upon arriving staff will ask client brief COVID-19 symptom check-list questions. If symptoms are present, staff will offer a phone appointment or rescheduling in office appointment to a later date. Client will be given direction on communicating with a COVID testing hotline to determine is testing is recommended. If no symptoms appear to be present, appointment can begin. Meeting outdoors should occur as often possible, all staff will

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wear masks when meeting with clients (indoor), client will be wearing masks while meeting with the provider (indoor), all staff will wear masks when meeting with clients if 6 feet social distancing cannot be attained (outdoor). Client will be wearing masks while meeting with the staff if 6 feet social distancing cannot be attained (outdoor). When transporting a client is necessary staff will wear a mask and client will wear a mask. The client will sit in the rear, passenger seat. If possible, staff will drive with windows open for ventilation. Staff will sanitize seat after client exits vehicle.

Adult Protection/ Prepetition Screening / Adult Case Management

 We would like to start consulting with public health as we think about how to best transition to face to face contact while balancing the need to see people and assess well-being, while not causing fear, or at least as minimally as we can with clients and staff.

Deputy County Manager Comments

- Continue to support staff as they encounter clients who are experiencing trauma and anxiety regarding the use of masks and fear of utilizing hospitals during the pandemic.
- Ensure Public Health has been engaged and is aligned with all plans for space modifications to ensure consistency and appropriateness of changes.
- Support Detox pursuing licensure as a Medically Managed Withdrawal Management program. Ensure appropriate approvals are
 in place prior to beginning program.
- Staff at the Community Action Building (aka Bigelow Building) and Mental Health Center were displaced due to the civil unrest in response to the killing of George Floyd. Alternate work locations or the option to work from home were provided to staff.

County Manager Comments

There is a lot bee regarding what is working, what reals to keep alephing, and how to work with other errors of the organization to bring it all together. Please work with the DCM to privritize and implement charges in a sustainable method. This will condinue to be a process of condinual improvement as opposed to change happening at a particular moment in time. All planted approaches for change listed here should move about. Thank you - RTO



BI-WEEKLY SERVICE DELIVERY CHECK-IN

DEPARTMENT

Veterans Services

1. Describe how service delivery went these past few weeks. What has been working well?

- Effective, efficient levels of customer service and responsiveness continue to be maintained.
- Staggered staffing in office has provided needed support with mail processing and distribution, fax processing and other functions.
- Staff was available to serve veterans who came to the Plato building with questions and needing assistance.
- Weekly staff meetings have helped with communication, connection and coordination.
- Staff pulled together and took on more duties to cover for staff out on FMLA.
- Town Hall gave Veterans Services the opportunity to hear directly from the community and will inform an expansion of
 efforts to respond to the needs of the people we serve.
- Print and social media advertising promoting the services offered by Ramsey County Veterans Services was coordinated
 with the support of Ramsey County Communications over the Memorial Day holiday and significantly increased demand for
 services.
- Minnesota Department of Veterans Affairs (MDVA) COVID DISASTER grant processing timeframes are improving slowly.

2. What has been challenging or concerning as you implement new service delivery approaches?

- Support staff out on FMLA and uncertain when or if will return.
- Staff is taking on additional duties and tasks without the benefit of one on one in-person training.
- 3. What service delivery modifications (if any) will you need to make for next week and why? Please note, significant changes will need to be approved by the county manager.
- Unclear to what extent any change to current service delivery model can be made at this time.
- 4. What racial equity impacts are you seeing for residents, particularly those most vulnerable and impacted by the COVID-19 crisis that impact your department's service delivery approach? What about racial equity impacts for staff in the department as you implement redesigned services?
- Request for meeting with RECERT staff to plan for outreach targeting communities of color.
- 5. What new or additional supports and resources are you hoping to access to implement your department's service delivery vision?
- Communications about the launch of resource hubs leaves questions about what should be done to prepare and to what
 degree departments will be expected to support operation of these hubs.
- Specific plans for department operations and decisions about adaptations that might be needed to office space are difficult to make without knowing if or when in person service delivery will be resumed.

Deputy County Manager Comments

 Continue operating under current revised service delivery model and connect with DCM to discuss long-term sustainability plans.



BI-WEEKLY SERVICE DELIVERY CHECK-IN

County Manager Comments

I think that Vets Services should be one of
the next departments prioritized for indegration at
the service walk-up sites as we move into and beyon?
The initial opening.
There you.