

## 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?

- CED closed out the first round of SBRF applications on 6/12 and has been assessing business eligibility for the program.
- CED staff have been balancing time between Small business relief funding/eligibility clarifications, technical assistance, B4B, Business Recovery in terms of civil unrest, EDA funding planning for COVID projects, and other small business relief oriented initiatives
- In addition to getting the SBRF off the ground, the team is starting to develop parameters around the next round of CARES Act funds to include a program for sole proprietors. Contract amendments across MCCD and the Alliance will need to be considered for the remaining funds
- The EC&I Vision Plan with CEI/Fourth Economy has continued on the housing chapter or section of the vision plan, despite crises. We are challenging the structure of the plan to rise to the increased expectations around racial equity intentionality.
- Riversedge has also continued to progress despite any knowledge of Riversedge funding through the legislature at this time.

#### 2. What service delivery modifications (if any) will you need to make for next few weeks and why? Please note, significant changes will need to be approved by the county manager.

- After discussions with the Racial Equity Team it was suggested that an Evaluator be assigned to CED to help track the use of CARES Act Funding and ensure our outreach is effective. As we get demographic information back around small business relief applications, it would be helpful to have an evaluator carve out time for evaluation.

#### 3. 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?

- Both crises, COVID or Civil unrest, have disproportionately affected minority business enterprises, and exacerbates the ability to build wealth in communities of color. As a result, racial equity has been guiding our initiatives around CARES Act funding, around Business recovery efforts as a result of civil unrest, and has guided the direction of the EC&I Vision Plan with the help of CEI, NEOO Partners and Fourth Economy.
- We have additionally appreciated the guidance of the Racial Equity team in this work.

### Additional Questions

#### 4. What opportunities exist for service delivery changes in your department as the County rethinks how it delivers services through a Residents First lens and with a streamlined budget? Please specifically share how you can leverage the County's new virtual, phone and unified walk up service sites that are opening this summer. More information is available in the [June 9 County Board workshop on Residents First](#) workshop materials.

- CED continues to be highly productive through remote officing. In the event that the Vision Plan and/or future HRA levy identifies a need for additional staff, desk sharing opportunities may help increase staff capacity/volume while keeping office space and parking costs minimal.

BI-WEEKLY SERVICE DELIVERY CHECK-IN

Deputy County Manager Comments

- Excellent work continues by this team.

County Manager Comments

## BI-WEEKLY SERVICE DELIVERY CHECK-IN

### DEPARTMENT

### Library

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

- The level of curbside service and returned materials continues to grow dramatically across the system, and particularly at the library in Roseville. The computer appointments at Roseville are also filling. While it is great to provide these services, we are at capacity in terms of staffing, phone service, and materials handling at the library in Roseville. We are seeing a backlog of returns and other pain points. The present activity and expected continued rise in business is not sustainable without changes.
- We resumed our summer meals program, sponsored by Youthprise, at the library in Maplewood, with meals picked up via curbside.

#### 2. What service delivery modifications (if any) will you need to make for next few weeks and why? Please note, significant changes will need to be approved by the county manager.

- The Library is putting 10 additional computers into service at the Library in Roseville.
- We are working with Property Management to develop a plan to allow patrons to enter the library in Roseville to retrieve their holds and use self check-out as an attempt at alleviating the work capacity challenges there. We will maintain a curbside option, at least initially.

#### 3. 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?

- The library is highlighting resources related to COVID-19 as well as anti-racism resources at this time. In terms of service delivery, our main concern is remaining a safe employer and service provider for the most vulnerable in the context of adding new services and increasing public and staff interactions.

### Additional Questions

#### 4. What opportunities exist for service delivery changes in your department as the County rethinks how it delivers services through a Residents First lens and with a streamlined budget? Please specifically share how you can leverage the County's new virtual, phone and unified walk up service sites that are opening this summer. More information is available in the June 9 [County Board workshop on Residents First](#) workshop materials.

- The Library continues to refine its service delivery providing the public with myriad ways to engage with resources and services. The Library has long referred the public to social services, financial services, and other county and community services. Pre-COVID, we leaned on a partner from People Incorporated delivering navigator services weekly at two libraries. An ongoing County Navigator will add consistency and will streamline the residents' connection to needed services.

### Deputy County Manager Comments

- Reviewed and no additional comments to add.

### County Manager Comments

## BI-WEEKLY SERVICE DELIVERY CHECK-IN

### DEPARTMENT

### Parks & Recreation

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

- Golf Courses have been very busy since opening tee times to the public operating at 90-100% capacity
- Outdoor patio service, beverage cart and alcohol sales have been a welcomed addition for golfers.
- Hockey groups and figure skaters are happy to be back on the ice.

#### 2. What service delivery modifications (if any) will you need to make for next few weeks and why? Please note, significant changes will need to be approved by the county manager.

##### Golf

- Clubhouse restaurants have been open for food and (non-alcoholic and alcoholic) beverage sales on outdoor patio spaces per Executive Order 20-56. Executive Order 20-74, which went into effect on June 10, allows indoor dining at 50% of capacity with a max of 250 people. Recommend allowing clubhouse restaurants/bars/snack bar to open indoor.
- Recommend that outdoor bathrooms on courses be opened per staff's ability to maintain and sanitize per Executive Order 20-74.
- Recommend that tournaments consisting groups of 25 and smaller allowed to be held to align with MDH guidelines which state that games/tournaments are to be allowed per the general guideline of groups up to 25 people for outdoor activities while socially distanced.

##### Arenas

- Executive Order 20-74 allows the addition of adult sports 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. Recommend opening ice time up to any adult groups that wish to buy ice under the current restrictions.

##### Parks

- Parks staff recommends opening 9 county beaches as unguarded facilities to align with Department of Natural Resources recommendations, stating "Public and private beaches may be open subject to any restrictions by state, tribal or local authorities. If a beach is open, steps must be taken to maintain social distancing and limit the number of people using the area at one time." Parks will inform potential patrons of the guidelines and safety recommendations via online communications, and clearly marked signage at the beach and walkways, in addition to periodic on-site announcements. Beach openings will coincide with park bathroom openings and swim zone placements for public safety.
- In consultation with Ramsey County Public Health Parks recommends opening playgrounds, with clear signage about social distancing guidelines.

##### General

- As the Governor continues to issue Executive Orders specific to adjusting allowable sizes of indoor and outdoor gatherings, capacities for indoor dining, and capacities for arena usage Parks requests authorization to adjust service delivery to align with the Governors orders at the time the Executive Orders are issued.

## BI-WEEKLY SERVICE DELIVERY CHECK-IN

3. 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?

- No new impacts to report.

### Additional Questions

4. What opportunities exist for service delivery changes in your department as the County rethinks how it delivers services through a Residents First lens and with a streamlined budget? Please specifically share how you can leverage the County's new virtual, phone and unified walk up service sites that are opening this summer. More information is available in the June 9 [County Board workshop on Residents First](#) workshop materials.

- Service Center sites could serve as first points of contact for residents seeking to secure services such as park facility rentals and direct residents to subject matter experts within Parks to complete reservations.

### Deputy County Manager Comments

- Given the transition to bi-weekly service delivery check ins and the frequency with which Parks & Recreation service offerings have adjusted aligned to Executive Orders, I support the proactive alignment request.
- In reopening all beaches as unguarded, it is essential that Parks & Recreation provide and maintain clear on-site signage that the beaches are unguarded at all times and of public health social distancing guidance.

### County Manager Comments

## BI-WEEKLY SERVICE DELIVERY CHECK-IN

### DEPARTMENT

### Property Management

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

- No changes related to County services. A significant amount of time was spent working with Courts on their pilot trial on the lower level of CHCH that began on June 8 and related to their opening of more activities at CHCH and other Courts locations. Custodial support of the public PC workstations at the three regional libraries has worked well.

#### 2. What service delivery modifications (if any) will you need to make for next few weeks and why? Please note, significant changes will need to be approved by the county manager.

- To our surprise the Law Library opened on June 15 and required last minute accommodation to address all COVID-19 preparedness measures. Supporting the Service Center setup continues. As more public use of PCs and the Service Centers begins in the upcoming weeks we will be evaluating the workload on custodial staff. Working with Elections to accommodate them in the libraries along with Service Centers. Continuing to advise departments they aren't "re-opening" without approvals.

#### 3. 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?

- Staff is holding up well under the circumstances.

### Additional Questions

#### 4. What opportunities exist for service delivery changes in your department as the County rethinks how it delivers services through a Residents First lens and with a streamlined budget? Please specifically share how you can leverage the County's new virtual, phone and unified walk up service sites that are opening this summer. More information is available in the June 9 [County Board workshop on Residents First](#) workshop materials.

- As we don't have the direct resident interface, our concerns are related to our ability to support all the requests for assistance related to facilities for homeless, enhanced cleaning and disinfecting by custodial services and projects related to the Service Centers in addition to the gradual but steady re-opening of spaces, first for Courts and tenants, and ultimately for employees.

### Deputy County Manager Comments

- Reviewed and no additional comments to add.

### County Manager Comments

## 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 service delivery modifications (if any) will you need to make for next few weeks and why? Please note, significant changes will need to be approved by the county manager.
  - No change from previous weeks.
3. 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?
  - No change from previous weeks.

### Additional Questions

4. What opportunities exist for service delivery changes in your department as the County rethinks how it delivers services through a Residents First lens and with a streamlined budget? Please specifically share how you can leverage the County's new virtual, phone and unified walk up service sites that are opening this summer. More information is available in the [June 9 County Board workshop on Residents First](#) workshop materials.
  - Public Works does not have many residents who come to our building with questions or needing information. Residents that do come are there to talk with a subject matter expert, typically in our survey division. There is contact info on our webpage for different parts of our business that most residents utilize. We work closely with communications to update our construction project webpage weekly so the most recent information is available to the public. Our Survey Division recently worked with GIS and Information and Public Records to make subdivision plats available on-line. This was just one more way to provide information digitally to the public so they don't need to come into our building to get a hard copy of the subdivision plat.

### Deputy County Manager Comments

- Moving plats online was a tremendous accomplishment achieved by the County Surveyor's team this spring.

### County Manager Comments



## BI-WEEKLY SERVICE DELIVERY CHECK-IN

### DEPARTMENT

### Workforce Solutions

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

- Despite the high unemployment rates and uncertainty in the economy, there is a range of participant successes happening such as getting temp jobs, some permanent jobs, enrolling in online training programs, working on employment preparation (resumes, mock interviewing, etc). (Obtaining employment is not at the pre-pandemic levels, however).
- Participant engagement levels fluctuate, with 50-80% of participants remaining in regular contact with the employment counselor.
- Staff and participants have adapted to telework and virtual service delivery, however there is a need to optimize to sustain and fully meet all participant program needs. Telework has allowed for flexibility in making connections with participants.
- Staff continue to find and provide many community resources to support the comprehensive needs of the participants and families.
- All first-round CARES community based requests for quotes have been posted. We received our first set of proposal last Friday and will get two more sets each of the next two Fridays. We anticipate in the range of 70-80 contracts with community based organizations.
- Continuing to have check ins with RECERT leaders, Compliance team.
- Director and Programs Manager working closely with Service Center team.



*\*Note that while calls are decreasing, more time is being spent on them including 30 and 60 minute appointments*

#### Some Challenges:

- More participants are sharing that their stress levels are high and/or mental health has been impacted (as there is no routine, helping kids with distance learning, uncertainty of future from both the virus and racism, etc). Some are reporting they are unable to connect with mental health professionals as often as they would like or need, and are finding barriers to even finding mental health support that is readily available.
- Limited child care options due to the virus/social distancing continue to be a barrier and a stressor for families.
- Telework model continues to be working however it is important to note that it is at minimum functionality levels. For example, staff have connected and engaged and provided a wide ranges of services to participants, but there are gaps to we rely heavily on postal mail which slows things down significantly. Using cell phones is a means of connecting with participants but not optimal long term for full scope programming.
- Programming: orientations, intakes and writing new employment plans takes longer and is more challenging in a remote/non face to face environment. Staff work hard to make meaningful connections and build rapport. Programs that rely on "outreach" and community engagement are difficult.



## BI-WEEKLY SERVICE DELIVERY CHECK-IN

- Technology: A large number of participants do not have reliable access to technology. Even with access to technology, there are various learning needs to best using the technology for participants. Technology training for staff is also a need. We are working with IS to identify better platforms for client workshops and job clubs (such as Google Classroom, Google Meet) etc... Technology “glitches” and compatibility (such as clients with outdated software or machine type) and user knowledge/troubleshooting is challenging. Additional optimization needs include getting forms into electronic fillable formats, remote scanning options (is there a data privacy/hipaa approved scanning app that can be used with county phones?), etc...
- Work from home: Space/desks/chairs for many staff at home are creative “adaptations” but not suitable for long term work from home without more employer funded remote work supports.
- Director and managers executing on the CARES dollars. We have been doing it while running the department and have received no additional planning or admin support to date.

### 2. What service delivery modifications (if any) will you need to make for next few weeks and why? Please note, significant changes will need to be approved by the county manager.

- None

### 3. 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?

- Civil unrest has added to the stress levels of our program participants most who are black, indigenous or people of color.
- Staff have been impacted deeply by events in the community as well. It has been good to have teams provide opportunities for staff to share as they might need or feel comfortable to do.

## Additional Questions

### 4. What opportunities exist for service delivery changes in your department as the County rethinks how it delivers services through a Residents First lens and with a streamlined budget? Please specifically share how you can leverage the County’s new virtual, phone and unified walk up service sites that are opening this summer. More information is available in the [June 9 County Board workshop on Residents First](#) workshop materials.

- We will be embedded at many of the Service Center as they are rolled out. We have an opportunity to build a unique model due to the CARES funding that has been made available.

## Deputy County Manager Comments

- Excellent work by this team continues.

## County Manager Comments

## 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 past several weeks have been very challenging for our staff and our entire community, particularly after the killing of Mr. George Floyd in Minneapolis on May 25th. Our staff have expressed many emotions and frustrations, and many have participated in multiple discussion sessions that have been offered by the department. Leadership has continued to encourage open and honest communication between staff, supervisors, managers and with clients and community members. We will continue to offer support in a variety of ways and ongoing opportunities for our staff to talk openly and honestly.
- This situation has certainly raised a greater level of awareness of the significant disparities and racial inequities that exist in the justice system and well beyond. Probation officers (PO) and correctional officers (CO) can oftentimes be viewed within a law enforcement framework, which has added an even greater need for additional support for our staff and clients, and an emphasis on driving forward on reforms and transformational work which began a numbers of years ago. The need for change and reform, along with community engagement, is of utmost importance and must remain as a high priority for Community Corrections and throughout our justice system.
- We are also taking a critical look into our resource allocations, staff assignments, re-deployments, and significant budget challenges that will be a reality for the foreseeable future. As our facility client numbers have declined since COVID-19 struck, our community supervision work has remained steady, and we are anticipating increased cases in the adult probation area due to many court hearings being suspended temporarily. Our leadership team and our staff are taking their work very seriously and we are working together to re-establish priorities, find more efficiencies, and integrate services throughout the Health and Wellness Service Team, Safety and Justice, and with our community partners and providers.

##### Adult Probation

- We have been able to make significant strides toward assisting the homeless populations as our probation officers and assistant probation officers are reestablishing contact with outreach workers to assist this population. Currently, we are estimating that our homeless client population is approximately 400 clients.
- Agents are adjusting to wearing masks in the office and in the field. As the county prepares to institute the mandatory policy, we are confident staff understand the importance and will respond well to a directive.
- Agents continue to see clients in the community using social distancing techniques. Although still not entering client's homes, we have been able to build a supervision strategy around virtual and safe distance protocols.
- Drug testing changes have allowed agents to test clients that pose a significant safety risk based on their chemical use.
- We have continued to utilize electronic community monitoring as a response to probation violations to limit client incarceration. This has led to fewer clients being held at RCCF and the LEC and has lowered potential COVID -19 exposure.
- Public Health has assisted the department in acquiring physical barriers in transport cars to increase staff safety.
- We have collaborated with our criminal justice partners to reduce the daily population at the Ramsey County Law Enforcement Center through our pretrial service vendor. More defendants have been released on pretrial supervision and are continuing pretrial supervision longer.
- The Courthouse is now open to the public. Court hearings are being scheduled which will start to address the backlog of sentencings and probation violation hearings.
- Some community providers are starting to resume client domestic abuse virtual and in person programming this month.

## BI-WEEKLY SERVICE DELIVERY CHECK-IN

### 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 also seeing clients in the community outside of homes, wearing masks, and utilizing distancing.
- We continue to work towards providing safe environments for client transports. Plexiglass barriers will be installed in a few of the vehicles that are assigned to juvenile probation. Additionally, we have provided “kits” that include gloves, disinfectant, surgical masks, and hand sanitizer in each vehicle.
- As part of the service redesign, agents continue to do drug testing for clients that are posing a significant risk to the community.
- As the state restrictions have lifted, we have seen an increase in requests for masks from clients/families. Juvenile Probation purchased masks to give clients to use for probation contacts and personal use.
- The division continues to work with community partners to provide technology resources for clients and families.

### Ramsey County Correctional Facility

- The death of George Floyd was a difficult incident for our staff and clients to manage while working or living within a correctional facility. We continue to offer in-person groups with facilitator Dr. Raj Sethuraju, for staff and clients to reflect on and listen to each other.
- Since we are now completing many safety precautions: asymptomatic testing, every staff and client wears a mask, and social distancing, we feel safe re-starting some programming within the facility. We have started a trauma group and next week we will begin a cognitive skills group. If those programs go well, we will continue to layer on more in person programming and services in a safe manner.
- We have not been utilizing our intermittent complement much due to COVID. However, with summer approaching, we will start to have more people requesting vacation time. We also continue to have staff out on EPSLA/PEPEL pay. Therefore, we will start utilizing our intermittent pool of officers and we are devising a plan to safely and wisely bring them back into the facility.
- We will continue to look at budgetary and resource needs based on client populations and service needs.
- The facility is preparing for some additional clients who had been previously scheduled for admission but delayed due to the Courts’ Administrative Orders. Each client’s situation will be reviewed on a case by case basis to assure that all possible community-based alternatives have been considered.

### Juvenile Detention Center

- Per direction from the District Court, Juvenile Detention Center (JDC) residents are now able to have in-person visits with parents. Video visits, which have been very successful, will continue.
- Establishing cohorts of quarantined residents has required paying close attention to each resident and guidance from our Public Health partners.
- Several recent meetings have been held with IS staff to work through solutions to provide effective educational services for residents.

### Administrative Services

- We are continuing to work successfully with department supervisors around identifying needs, recommending solutions and leveraging available technology to better meet client and staff needs. A strengthened partnership is assisting in more productive conversations with IS.

## BI-WEEKLY SERVICE DELIVERY CHECK-IN

- In partnership with a staff member from the Midwest Children's Resource Center within Children's Minnesota, the training session on effectively and respectfully working with LGBTQ individuals was facilitated and recorded. This recording will be uploaded into the LMS to allow staff to access and view it when they are available. This training will also be beneficial as we approach the PREA audit in late July.
- The Staff Development Unit was able to work with the LMS Administrator to begin the process of integrating our training sessions facilitated via Zoom into the LMS. This will allow for a more effective and reliable method for staff to access the Zoom sessions and for trainers to monitor and track data related to attendance and participation.

### 2. What service delivery modifications (if any) will you need to make for next few weeks and why? Please note, significant changes will need to be approved by the county manager.

#### Adult Probation

- Recent community events have caused anxiety and uneasiness with agents working in the community. Leadership is working on strategies to provide additional support and guidance for staff to address needs and services in the community.
- The department is actively responding to redeployment requests, and as staff move to other service areas, this will require on going monitoring of impacts on caseloads.
- Department of Corrections early medical releases to the community started in May. To date Ramsey County has received 14 early release clients and anticipate approximately 40 new cases by mid-summer. Housing resources will continue to be a challenge and case load redistribution will be necessary.
- Transportation for Intensive Supervised Release (ISR) clients from DOC facilities will continue to present challenges. The department will continue to have discussions with the Minnesota DOC regarding responsibilities related to transportation activities.
- Contract negotiations with the new vendor for Pretrial Services are still progressing and we expect these negotiations to end successfully by the end of July.
- 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.
- As court hearings resume, the Adult Intake Unit is formulating plans to safely meet with clients at the Courthouse, post sentencing. This will allow for a smoother entry into probation services and agent case assignments.
- 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. Our staff are working to reduce any negative impacts by these delays.
- We are continuing to develop improved supervision delivery strategies for younger adults (18-24 years of age). We believe we can address this specialization of services with available staff resources at this time. We hope to begin caseload assignment for these clients in August of 2020.

#### Juvenile Probation

- Exploring options for getting documents signed and returned by families. Encouraging the use of the drop boxes that have been set up. The planned deployment of electronic signature software will further our transition into a more paperless system.

## BI-WEEKLY SERVICE DELIVERY CHECK-IN

### Ramsey County Correctional Facility

- As additional clients report into the facility, as scheduled by the Administrative Court Orders, the facility will need to open an additional dorm in order to maintain social distancing to maintain health and safety measures for new admissions this summer. Even with additional residents coming into the facility, the department will continue to engage criminal justice partners to work towards maintaining an overall decreased population compared to pre-COVID time periods.

### Juvenile Detention Center

- On-going assessment of cohorts after new residents are tested for COVID. We will need to revise schedules to ensure all residents have time for recreation throughout the day, and sanitize the areas, in addition to allowing additional time before another resident uses the space. This is an updated recommendation from Public Health.

### Administrative Services

- As we review service delivery redesign and ongoing reform efforts, the department will continue to track outcomes related to recidivism, risk reduction and community safety. At this stage it is too early to determine the impacts these changes will have in the long run.

### **3. 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?**

- Ongoing community unrest and protests related to multiple incidents around the country have highlighted years of mistrust and racial inequities that continue to surface both in the justice system and throughout our society. 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.
- Recent events surrounding the death of George Floyd led to our department forming virtual discussions around racial equity and social justice issues. These conversations have resulted in our department reexamining our communications around these issues in general and the need for regular conversations versus event driven follow up discussions.
- Our JDC residents continue to need ongoing support in the area of education achievement. This is particularly important in order to avoid the negative impact on their long-term outcomes and contributes to the achievement gap that can be defined by race.

### **Additional Questions**

### **4. What opportunities exist for service delivery changes in your department as the County rethinks how it delivers services through a Residents First lens and with a streamlined budget? Please specifically share how you can leverage the County's new virtual, phone and unified walk up service sites that are opening this summer. More information is available in the June 9 [County Board workshop on Residents First](#) workshop materials.**

- The department has continued to receive overwhelmingly positive feedback from staff members regarding their virtual training experiences. The virtual platforms available to us have allow us the ability to facilitate engaging, interactive, and impactful dialogue with trainees. The Zoom platform in particular offers functionality and capabilities that have been very valuable in the training experience. We fully anticipate continuing to offer virtual training and coaching opportunities well beyond the pandemic subsiding. This will be beneficial for a variety of reasons including being more cost and time effective as technology allows for immediate access eliminating drive time and mileage reimbursement.

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- We are looking at new models and designs of current supervision offices and remote work platforms that many agents have transitioned to. We will need to review the amount of office space needed with an eye towards a reduced footprint and reconfigured workspace layout while still providing essential services for clients and families we serve.
- The department has traditionally facilitated group programming interventions in our office locations, and we will need to reassess potential alternative locations in the community and virtual platforms to provide these rehabilitative services.
- We have tremendous opportunity to continue to pursue tele-supervision models with integrating VOIP, Zoom, Teams, Digital Signature and telehealth technology to support clients first at the point of contact. We can partner around telehealth and electronic charting, etc. with other departments within the HWST to create economies of scale to support our mental, chemical and clinical health staff.
- Since the pandemic response, we developed virtual communication platforms as a forced alternative to face to face contacts. We now see that our limited scope of what constitutes a client contact can be expanded and improved. We can now use many of these lessons learned to advance the virtual platforms to accentuate our overall supervision of clients.
- Community Corrections leadership sees an opportunity to further reforms in our response to clients complying with conditions of probation, which traditionally have resulted in violations and possible revocations. At times, the system utilizes incarceration, versus other alternatives that research indicates have better long-term outcomes. This is a critical opportunity to review practices and policies that support the most effective use of responses (i.e. More Community, Less Confinement).

### Deputy County Manager Comments

- Continue to track outcomes of service delivery redesign and ongoing reform efforts as it relates to recidivism, risk reduction and community safety. At this stage it is too early to determine the impacts these changes will have in the long run.
- I appreciate that the department has engaged criminal justice partners to work towards maintaining an overall decreased population at the RCCF compared to pre-COVID time periods.
- Creating space for employees and facility residents to partake in dialogs as a result of the tragic death of Mr. George Floyd was a positive step in addressing their health and well-being. Maintain ongoing dialogs is the key in the future.

### County Manager Comments

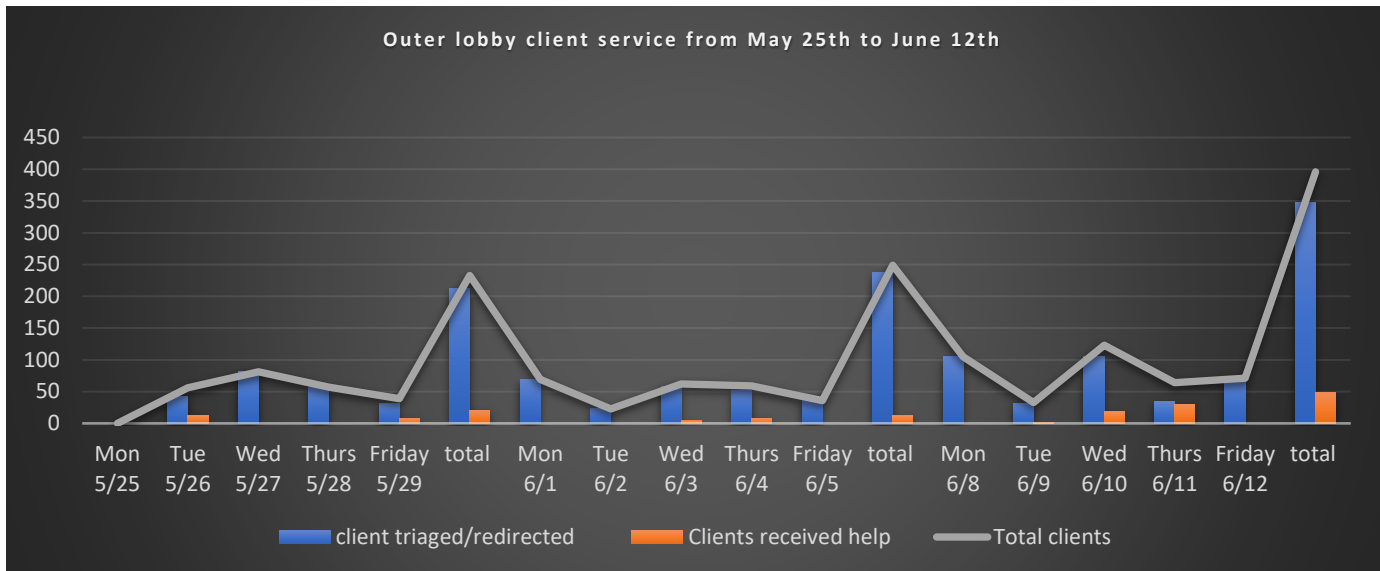
## BI-WEEKLY SERVICE DELIVERY CHECK-IN

### DEPARTMENT

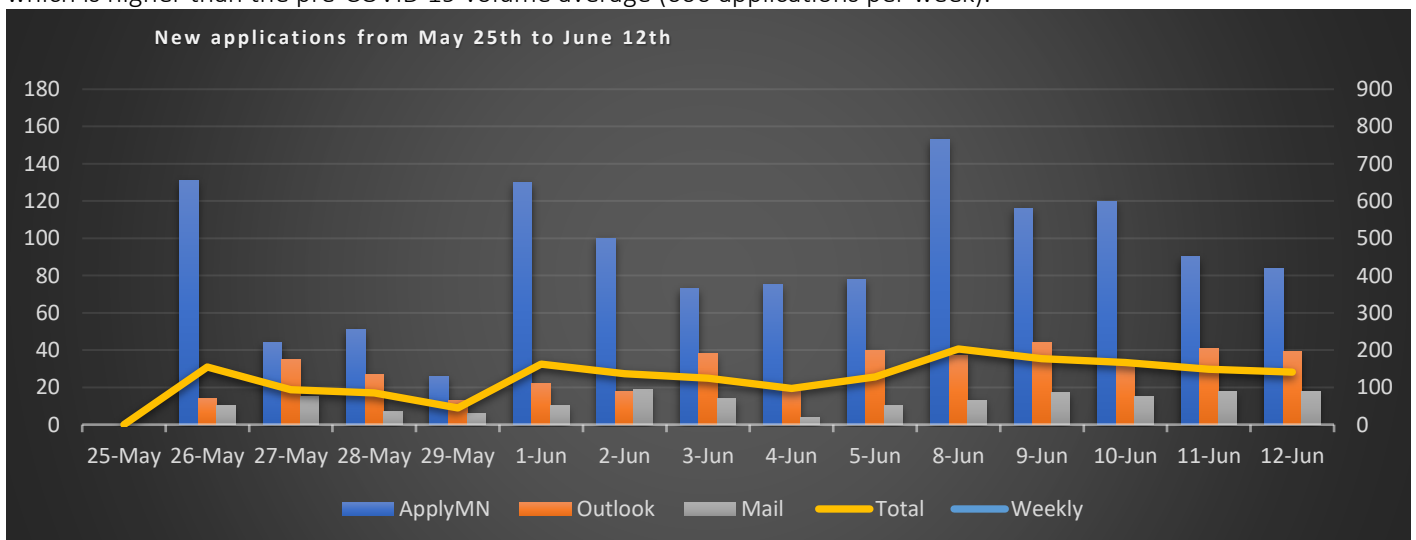
### Financial Assistance Services

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

- The service delivery designs for the department continue to be implemented and operations are stable.
- Staff continues to work well remotely and provide services via phone or internet technology.
- Waivers for many programs continue to be implemented.
- We continue to offer walk-up services for residents who cannot conduct their business virtually.
- Number of clients seen in the outer lobby continues to be fluctuating. There have been 878 clients served in the outer lobby the past three weeks with average of 292 clients per week. 82 clients (9%) needed to have in-person interaction with a financial worker.



- Most of new applications received continue to be submitted via ApplyMN Online through DHS website.
- New applications tracked from May 25<sup>th</sup> to June 12<sup>th</sup> show that there was a steady decline three weeks ago however, there was a significant increase for the week of June 8<sup>th</sup>. The department received 837 new applications for the week of June 8<sup>th</sup>, which is higher than the pre-COVID 19 volume average (600 applications per week).





## BI-WEEKLY SERVICE DELIVERY CHECK-IN

- Volume increase is expected soon with a seasonal factor (typically the department receives higher volume in June, July, and August), the Peacetime Emergency declared by the governor is set expire by July 13th, the additional stimulus money for unemployment is scheduled to end 7/31/2020.
2. What service delivery modifications (if any) will you need to make for next few weeks and why? Please note, significant changes will need to be approved by the county manager.
- The department is prepared for a more countywide integrated service delivery model. In collaboration with IMT Operations Team, the department will designate financial workers at service center sites and provide resources needed to train Navigators.
3. 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?
- The COVID-19 pandemic had a significant impact on Ramsey County residents, particularly communities of color who are already struggling with high poverty rates. To help alleviate this impact, the department is using CARES funds to expand the EA/EGA programs and utilize the funds to pay for past due rent, mortgage and utilities.

### Additional Questions

4. What opportunities exist for service delivery changes in your department as the County rethinks how it delivers services through a Residents First lens and with a streamlined budget? Please specifically share how you can leverage the County's new virtual, phone and unified walk up service sites that are opening this summer. More information is available in the June 9 [County Board workshop on Residents First](#) workshop materials.
- Although COVID-19 presented unique challenges, it also created great opportunities to carry out our mission in different meaningful ways. While a lot of external factors (such as State and Federal program waivers) helped us operate smoothly, our current redesigned service delivery model continues to be stable. Most department staff are telecommuting and conducting business operations remotely. We are planning to leverage this expansion of telecommuting beyond COVID-19. We adjusted the lobby hours to 8:00 am to 4:30 pm to align with other walk-up sites and plan to continue these hours going forward. Organized leadership and clear communication continue to be instrumental in the effectiveness of this model. The department will leverage the county's integrated service delivery approach by:
    - Integrating financial workers into the Service Centers so FAS clients can be served at multiple locations.
    - Utilizing virtual meetings and clear communication.

### Deputy County Manager Comments

- Continue to partner with the IMT-Operations Service Delivery Redesign team to maximize the effectiveness of this emerging model. As necessary, recommend changes to enhance the resident experience. FAS is a key player in the success of this effort.
- I support the revised lobby hours becoming a long-term change and the expansion of telecommuting beyond COVID-19.
- Continue to monitor the volume of cases and workload of staff. Make adjustments or request additional support as necessary to manage the work.

**BI-WEEKLY SERVICE DELIVERY CHECK-IN**

County Manager Comments

## BI-WEEKLY SERVICE DELIVERY CHECK-IN

### DEPARTMENT

### Housing Stability

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

- Our population of people who are COVID + and/or symptomatic is low and declining.
- We are connecting across departments to provide wraparound services and benefits for people living in hotels.
- All temporary employees in Homeless Operations now have benefits. The majority are women of color.

#### 2. What service delivery modifications (if any) will you need to make for next few weeks and why? Please note, significant changes will need to be approved by the county manager.

- Planning to decide if COVID Respite should move to a smaller facility so that Mary Hall could potentially replace a hotel program.
- Homeless Operations will need to start the at-risk referral process for hotel program.

#### 3. 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?

- All temporary employees in Homeless Operations now have benefits. The majority are women of color.
- We are seeing an increase in unsheltered and people just hanging out at Mears Park and they are getting targeted by the downtown community. The majority of those at the park are African American. More conversations need to happen on this subject.

### Additional Questions

#### 4. What opportunities exist for service delivery changes in your department as the County rethinks how it delivers services through a Residents First lens and with a streamlined budget? Please specifically share how you can leverage the County's new virtual, phone and unified walk up service sites that are opening this summer. More information is available in the [June 9 County Board workshop on Residents First](#) workshop materials.

- It's imperative that the navigator knows how to direct someone experiencing homelessness to shelter and someone on the edge to prevention programs like FHPAP and EA/EGA.

### Deputy County Manager Comments

- Securing benefits for the homeless operations staff was a HUGE win. Thank you for advocating for equitable treatment of these employees.
- Provide feedback to the IMT Operations-Service Delivery Redesign team so that they include the necessary information related to homelessness resources in the initial roll-out to Service Centers.
- Continue to navigate the extreme challenges of this program area and engage the DCM as necessary for support.

### County Manager Comments

## BI-WEEKLY SERVICE DELIVERY CHECK-IN

### DEPARTMENT

### Health and Wellness Administrative Division

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

- Overall things have been going well. Communication between IMT and departments is improving.
- There has been a significant increase in contract requests related to the CARES Act. Hotel contracts are being put in place. The Food and Basic Needs Emergency Purchase Informal Quote was completed, and proposals are under review.
- The Electronic Health Records was rolled out to the Mental Health Crisis Team.
- A resource list will be distributed to the Family Shelter residents and provided online for families to deal with the isolation, trauma and grief that is affecting family members due to COVID-19 and police brutality, with specific resources for children.
- Approximately 100 parents/caregivers with preschool children received \$100 gift cards for basic needs along with specific resources for children.

#### 2. What service delivery modifications (if any) will you need to make for next few weeks and why? Please note, significant changes will need to be approved by the county manager.

- Information and Operations is working on three new projects related to redesign work; 1. navigator project includes rebuilding the northwest corner of the East Building lobby 2. To conserve energy, consolidating staff space for those physically working in the East Building and 3. mask distribution.
- Collaborating with the Enterprise Project Management Office and Information Services to expand the Print to Mail option.
- Planning and Contract Management are reviewing future contract actions to determine which solicitations are scheduled to expire in December and determining those that should be extended which requires board action. This will enable more planners and contract managers to be available to assist with CARES, FHPAP, ESG, and COVID-specific expenditures and contracts. We anticipate additional staff resources will be needed to address the rapidly increasing number of contracts and to meet contract compliance requirements.

#### 3. 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?

- None

### Additional Questions

#### 4. What opportunities exist for service delivery changes in your department as the County rethinks how it delivers services through a Residents First lens and with a streamlined budget? Please specifically share how you can leverage the County's new virtual, phone and unified walk up service sites that are opening this summer. More information is available in the [June 9 County Board workshop on Residents First](#) workshop materials.

- Expanding Print to Mail is a possibility but will require larger equipment and an upgrade to the software. Collaboration with IS and Project Management is occurring, but at this point we do not know where the equipment would go or if we have enough staff to accommodate this change.
- Research and Evaluation is working with other Health and Wellness Service Team evaluation units to explore how to incorporate Results Based Accountability as a performance measurement framework not only in the Supplemental Budget Process, but across all COVID-related projects. This will increase consistency in methods and language.

## BI-WEEKLY SERVICE DELIVERY CHECK-IN

- The new unified walk-up sites and navigator structure provides an opportunity to evaluate existing technology support and better align support services, as well as explore how to share data interdepartmentally through improved document management systems and data sharing with external partners.
- Streamlining management structures in the Electronic Health Records Capability Team, including a review of what skills are necessary to have “in-house” compared to contracted positions.

### Deputy County Manager Comments

- Continue to collaborate with the Enterprise Project Management Office and Information Services around the expansion of the Print to Mail capability. Elevate roadblocks related to space, equipment, and staffing needs to the DCM for further discussion.
- Congratulations on the roll out of the EHR to the Mental Health Crisis Team. This accomplishment is another big one!
- Continue to address gaps in providing services, especially in the areas of contract management and financial oversight, monitoring, and payments. Engage the DCM as necessary.

### County Manager Comments

## BI-WEEKLY SERVICE DELIVERY CHECK-IN

### DEPARTMENT

### Public Health

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

##### Environmental Health –

- With the Executive Order allowing for reopening of restaurants and public swimming pools Community EH work focused on increased communications with licensees about the executive orders, pool opening inspections and restaurant field work.
- Operations saw continued strong use of yard waste and household hazardous waste sites by residents.

##### Correctional Health –

- Went very well, asymptomatic testing and quarantine and isolation is working well within the facilities.

##### Family Health –

- More nurses activated for ICS/Essential Services work while trying to provide virtual visits to clients who continue to request needed PHN services.
- More nurses are offering virtual visits to families in addition to phone visits.
- Successful with using virtual interpreting services through ARCH. Moving draft virtual interpreting contract with Language Banc along. Hope to offer home visitors more options for their virtual interpreting requests.

##### Administration –

- Providing increased services related to marriage licenses by appointment, HouseCalls by phone and electronic means, Lab to support clinical services.

##### WIC –

- WIC continues service delivery via phones and connecting families with resources.
- June 1<sup>st</sup> started issuing/mailling Farmer's Market Program Vouchers to eligible WIC households with approval of the Farmer's Market Program.
- Over last 3 weeks: Mailed 336 eWIC cards, issued 74 curbside cards; 2 curbside formula issuances. No participant in need of an in-person visit of the 3922 served.

#### 2. What service delivery modifications (if any) will you need to make for next few weeks and why? Please note, significant changes will need to be approved by the county manager.

##### Environmental Health –

- Challenge - Homeless encampment on county property adjacent to Frank & Sims yard waste site is now affecting operations; two sheds have been broken into and vandalized, litter and dumping has extended onto the site.
- Cancel use of volunteers and yard waste sites in the fall (enrollment starts soon) because of projections that protective actions related to COVID-19 will be still be needed.

## BI-WEEKLY SERVICE DELIVERY CHECK-IN

### Correctional Health –

- The paper kite (health services request) has been implemented to isolated individuals seeking health care services (could not have access to the electronic way they had been previously), checking with corrections this week to make sure implementation and operations continue to be smooth with this.

### Family Health –

- Reduce HV frequency and visits to accommodate redeployment of PHN's to Essential Services, Case Investigation, Contact Tracing, and Covid-19 Testing Clinics.
- Determine when and how to transition to selective, piloted in-person home visiting (outside and brief, health screening, masks, criteria for piloting?).

### Clinical Services –

- *\* See attached Proposed Service Delivery Modification for 555 Cedar Clinical Services, HouseCalls and Vital Records, and affecting lab, central registration, financial counselor as supports for clinical services expansions. Additional detail available upon request.*

### Administration –

- *\* See attached Proposed Service Delivery Modification for 555 Cedar Clinical Services, HouseCalls and Vital Records, and affecting lab, central registration, financial counselor as supports for clinical services expansions. Additional detail available upon request.*

### WIC –

- If MDH waivers are not extended beyond June 30, 2020, anticipate submission of delivery modifications to the Deputy County Manager before the next service delivery check in.

### 3. 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?

#### Family Health –

- Clients continue to need resources for basic needs (food, diapers, masks) and increased assistance in navigating resources/processes including medical care as they frequently change in availability.
- Concern for the well-being of low income/resourced families as COVID-19 resources for unemployment, housing eviction, MFIP sanctions, and other program adaptations return to pre COVID-19 rules and eligibility while unemployment may continue.

### Additional Questions

- 4. What opportunities exist for service delivery changes in your department as the County rethinks how it delivers services through a Residents First lens and with a streamlined budget? Please specifically share how you can leverage the County's new virtual, phone and unified walk up service sites that are opening this summer. More information is available in the [June 9 County Board workshop on Residents First](#) workshop materials.



## BI-WEEKLY SERVICE DELIVERY CHECK-IN

### Family Health –

- RC navigators to individually help clients with applications for MNsure, MFIP, SNAP and housing resources, to make the applications more direct and facilitated/in-person while meeting the diverse individual, language, technology, and understanding needs of clients.
- When revising systems, continual focus on streamlining requirements while always considering interactions that promote trust with non-trusting families, provide HV services rooted in cultural relevance, and access to services that address the diverse transportation, language, educational, technological needs of low resourced clients struggling to meet basic needs.
- Utilize findings from FH EBHV Planning Grant to inform and evaluate HV services using the feedback on HV's from participants in African American and American Indian focus groups and talking circles.

### WIC –

- WIC clinics would remain embedded in the community for residents' easy access to WIC services.
- Work with RC navigators to ensure knowledge of how they can get residents connected to WIC

### Deputy County Manager Comments

- Support proposed service delivery redesign modifications as outlined while implementing consistent safety/screening protocols and provisions as described.
- Monitor the MDH waiver extension and notify DCM of modifications necessary in advance of the routine service delivery redesign timeframe.

### County Manager Comments

## BI-WEEKLY SERVICE DELIVERY CHECK-IN

### Public Health 555 Cedar Proposed Service Delivery Modifications

Proposed Modification Effective Date: July 6, 2020

	Immunizations	Clinic 555	Tuberculosis Control	SOS	Vital Records	HouseCalls
<b>Proposed Service Modification/ expansion</b>	Immunizations phased in by priority populations	Full reproductive services	Provide in-person medication dispensing and specimen collection education.	Victim support onsite during investigation with SPPD	Expand to limited appts for birth, death, notary and cred of ordination	Application & signatures for utility & rent grants
<b># of clients in bldg/day</b>	4-8/day  Phased expansion based on priority populations every two weeks. Prepare for back-to-school expansion in August	2/day  Re-eval in 2 weeks, then expansion.  Include evening hours pending Lab staff availability.	No more than 5/day	1/day	20/day  Consider expansion after re-eval in 2 weeks	3-4/day
<b>Demonstration of Need</b>	Preventing outbreaks of vaccine prev disease due to lack of immunizations	Most other reproductive health clinics in the area are open	Clients with latent TB need nursing education and pick up of monthly medications; educate clients on proper technique for specimen collection	Best practice supports advocate involvement support	Residents need vital records as other services open; increased service will increase significantly diminished revenue	Utility and rent assistance grants prevent homelessness
<b>Consequence of not Expanding or modifying this Service</b>	Disease outbreaks potentially; daycare and school age children need to comply with state law	Increase in STI cases, unintended pregnancy, loss of clients	Change in service provision provides a better experience for clients.	Victims are not provided with the most current victim-centered advocacy; harm to client well-being	Less accessible services to clients; clients will go to other counties; revenue deficit continues	Current restriction on utility disconnect will be lifted at some point and clients will need assistance; unspent grant dollars

## BI-WEEKLY SERVICE DELIVERY CHECK-IN

<b>Impact on Race Equity</b>	Population served in past 9 months is primarily Asian and Black; clients need additional doses of vaccines	Many clients are racially diverse, as well as uninsured and underinsured.	Many clients are racially & ethnically diverse, ESL and need interpreter services or bilingual staff to communicate important info about their TB care.	Diverse staff is well positioned to serve diverse clients.	Appointments will help to eliminate technology, language and literacy barriers	Clients served represent diverse population of St. Paul; appts will help to eliminate technology, language and literacy barriers
<b>Impact on Community Partners</b>	Many community partners (school nurses, daycare, small clinics) refer clients to the Public Health immuniz clinic	Increased services will decrease potential use of urgent care and primary care providers who are focused on COVID	TB clinic works in collaboration with health centers and other jurisdictions to address the needs of clients who are diagnosed with latent or active TB.	SPPD protocol includes inviting an advocate to meet the victim at time of investing interview, Cedar provides a location option	Other counties are opening services at various levels. This will put RC more consistent with other counties.	Spread the work out with agencies such as CAP, EA, Neighborhood House also providing this service.
<b>Appt/Walk In</b>	Appt for now, reassess for August for school vaccines	Appt	Appt	Appt	Appt	Appt
<b>Escorted Entry?</b>	Yes	Yes	Yes	Yes	Yes	Yes
<b>Central Screening</b>	Coordinated process for pre-screening of COVID symptoms on phone at time of appointment, and upon arrival to Cedar. Will include questions and possibly temperature screening, either completed by central screening or program. Clients directed to specific area in waiting room for further direction to specific program/clinic or escorted directly to service.					
<b>How staff alerted to client</b>	Coordinated screening to alert clinic/program to client arrival for appointment, or client calling the program phone number posted on the door.					
<b>Support Svcs Needed</b>	Central Reg, Financial Counselor	Lab, CR, FC,	None	None	None	None
<b>Supplies needed –</b>	Masks for clients and parent as needed; staff face shields	Masks for clients as needed; staff gowns, face shields. Face shield needed also for lab	Masks for clients and staff	Masks for clients as needed	Require client face covering	Require face covering for clients

## BI-WEEKLY SERVICE DELIVERY CHECK-IN

<b>Technology Needs</b>	NA	Telehealth will continue, working on contract for doxy.me to support that work	Telehealth continues for the majority of the client visits; Doxy.me is required to support this work	NA	NA	Continue to process grants remotely also, need electronic doc sharing and signature solution
<b>Bldg/Physical Needs</b>	Design flow for waiting room, seating restrictions, plexiglass for registration areas and longer client interactions, floor signage, arrows, wall/standing signage					
<b>Communication Needs re: Change</b>	School nurses, community partners, Update website	Update website to reflect change of hours	No change in website message, notify specific clients as needed	Local law enforcement partners	Update website	Community partners and local govt referral agencies; update website

### Consistent Safety/Screening Protocol and Provisions

- Building entrance by appointments only/ no walk-in/ doors remain locked
- Symptom screen call within 24 hours prior to appointment
- Register over the phone, inform clients of protocol prior to appointment
- 6ft distancing with intervals marked intervals on sidewalk/floor where clients might line up
- Designated entrance and exit
- Manage clients upon arrival: Control access, Hand out masks, if needed, Have laptop to manage appointments, Symptom screen, Notify program of client arrival (text, call, email, other as preferred)
- Hand sanitizer available for staff and clients, ask client to use upon entry
- Temp checks for medical clients along with regular vitals in clinic
- Designated waiting space in lobby, distanced and with signage
- Clients escorted through building
- Limit interaction as much as possible, only what is needed to provide service
- Disinfect surfaces after each client, including shared items (pens, etc).
- Limit # of clients present to only those necessary (not bringing additional family members, friends, etc)
- No contact (hand shaking, etc).
- All staff wearing masks and other PPE as appropriate for type of work
- Face shield for direct patient encounters or extended interactions (Lab, Immuniz, Clinic 555, possibly others)
- Plexi glass screen for certain interactions (stationary staff/check-in all direct and support services, SOS, VR, CR)

### BI-WEEKLY SERVICE DELIVERY CHECK-IN

#### **Developing Coordinated Plan for All Services:**

- Screening protocol via phone and in-person on arrival; staffing, location and flow for on-site screening and check-in
- Waiting room space for program designation and distancing, signage
- Role of Central Registration for clinical services
- Taking payments post Immunization and Clinic 555 services

## BI-WEEKLY SERVICE DELIVERY CHECK-IN

### DEPARTMENT

### Social Services

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

##### Care Center

- Testing has been a major weekly effort and will continue for at least two more weeks. We have an extremely low rate for COVID (1%) but the demand for testing and surveying has taken a toll as nearly 30 staff have been screened off as high risk due to exposures to COVID.

##### Lake Owasso Residence

- Service delivery has been smooth. We began allowing family visits in small groups in an outdoor setting for short periods with masks and this has gone well.

##### Diversion Team

- The diversion team is still in a phase where the foundation is being discussed concerning roles, learning intake process, and discussions about team goals, practice, and the overall mission; the importance of Diversion in Child Protection. The planned start date is August 3, 2020.
- So far staff have been reporting to the office daily, job shadowing (one job shadowed with a worker where a parent tested positive for COVID - was quarantined for 3 days, tested right away and received negative result.)

##### Child Protection Intake/Youth Engagement Program

- A good week of service, intakes and screening continued to increase over the last few weeks. Intake staff have been seeing clients. Since the pandemic started the goal has been to continue to keep staff and clients safe as they make face to face in the field to support families and satisfy the requirements of meeting victim timelines.
- Staff continued to feel supported and have the necessary protective gear to conduct home visits. With the weather getting nice, staff are able to see clients outside of people's homes and this provides an opportunity for all involved to properly use social distancing.

##### Family Support

- Services started to open up in June (many businesses opened June 8), staff are trying to negotiate creative visits with providers, but we would like to start face to face licensing visits on July 13, 2020. There is a lot of paperwork that can be completed prior to the visit so the actual visit will be much shorter. Social distancing and PPE will be part of the back to work plan. Licensing visits can be scheduled therefore no visits are unannounced. Virtual home visits can add an additional support to face to face visits, but not all providers are equipped with technology to support such visits.

##### Crisis, Stabilization, Children's Mental Health, Mothers First

- Adult and Child Crisis and Stabilization: NextGen went live providing new documentation and tracking system for medical records. Training, coaching and follow-up are currently in place.
- Adult and Child Crisis along with Mental Health First Aid have an increase in overall calls and in needed face to face crisis assessments.
- The 402 University Urgent Care Center was included in the barricaded area around the SPPD, Ramsey County Sheriff's Office and Ramsey County Jail. This area was guarded by the Ramsey County Sheriff's Dept and the National Guard. The

## BI-WEEKLY SERVICE DELIVERY CHECK-IN

Crisis Staff collaborated with the guards to facilitate our staff getting calls to provide one to one assistance for clients to enter our area. This was stressful for both clients and staff members.

- Child Mental Health Case Management: Pilot project with Clues began June 1st to transform the case management documentation to electronic billing system coordinated by the agency. Information forms for Transfer Summary and Demographic Information have been developed and are being adjusted as needed. The goal is for all of Clues case management records to be moved to the Procentive system they utilize by June 30.

### MHC/ACT/ADC

- Face to face Targeted Case Management-Nursing services to clients in their home is going well-emphasis is placed on social distancing, respiratory and hand hygiene for staff safety.
- Face to face injection clinic is going well.
- Continuing to meet via telehealth platforms for mental health court, non-contact visiting rooms or with the use of PPE at the jail, and in-person visits for CRT when deemed necessary with use of screening questions, PPE, and social distancing guidelines.

### Detox

- Enough PPE, have not denied any admissions due to reaching full capacity.

### Adult Protection / Pre-Petition Screening / Adult Case Management

- Prepetition has seen an increase in petitions after a few weeks of low numbers. Staff have not had any difficulties with meeting deadlines in completing the reports.
- TCM is continuing to process case management referrals. There are no cases waiting for intake assignment.
- Staff have continued to process their feelings around the death of George Floyd. They are thinking about race and how we work with clients as well as how we engage with one another at Ramsey County.

## 2. What service delivery modifications (if any) will you need to make for next few weeks and why? Please note, significant changes will need to be approved by the county manager.

### Lake Owasso Residence

- We will continue to monitor DHS guidance on day programs on what services they may begin to offer and adapt to them as they are approved and implemented.

### Child Protection Intake/Youth Engagement Program

- Youth Engagement Program would like to start face to face meetings with children and families on July 13, 2020 using PPE and social distancing. If there is a person with active symptoms the visit will occur virtually.

### Child Protection Case Management

- We need to do more work in identifying placements for our rule 20 children and our younger children who identify as having unmet needs and displaying disruptive behaviors in every setting.
- Staff asked for a policy on how to safely resume all face to face contacts with children, families, vendors, court appearances, etc. They were provided information from public health, CDC and information on our website about social



## BI-WEEKLY SERVICE DELIVERY CHECK-IN

distancing and wearing face masks during visits. A couple have asked for a policy from the County Manager's Office about how all of Ramsey County is to resume social contact with clients.

- Case Management would like to resume nonemergency face to face visits with families using social distancing and PPE on July 13, 2020.

### Family Support

- Child Care Licensing, Adult Foster Care Licensing and Child Foster Care Licensing would like to start face to face meetings with providers and children on July 13, 2020 using PPE and social distancing. If there is a person with active symptoms the visit will occur virtually.
- Car Seat Training: New staff in Child Protection can't do in-person training in order to safely transport kids in car seats. Governor's order extended to July, and July and August trainings cancelled. Potential option: staff in Child Protection to read car seat materials and watch online video. In-person, hands on preferred. This is a training after which all staff report that they "learn something," and see the value in it.
- Overall, staff support remote work principles. Keep a video-conferencing option, as necessary, use fully. At same time, DHS has requested a Preparedness Plan that is due by June 29. Currently, no staff forced to do a face to face visits. When a worker does not want to go, other staff volunteer to visit when placements disrupt or when children need to be transported to/from hospital or to/from treatment and residential programs.
- We need to plan for staff that refuse to go back to face to face work once that has been approved and is the expectation.

### Crisis, Stabilization, Children's Mental Health, Mothers First

- Adult and Child Crisis and Stabilization Services: Continue and increase utilization of remote work and alternative service sites to provide improved county wide access to residents for responsive crisis services.
- Adult Crisis Stabilization to begin weekly Peer Education and Support Group via Zoom on June 17th.
- CMH would like to start face to face meetings with children and parents on July 13, 2020. Social distancing and PPE will be utilized. If there is a person with active symptoms the visit will occur virtually.
- Mothers First would like to start face to face meetings on July 13, 2020. If there is a person with active symptoms the visit will occur virtually.
- Already a critical priority for both clients and staff at 402 - parking has been reduced as the parking options on Olive Street adjacent to our building have been eliminated or designated for police use only.

### Adult Protection / Pre-Petition Screening / Adult Case Management

- TCM staff are exploring ways to gradually start seeing clients. Some corporate foster care homes are allowing for case managers to see clients outdoors while practicing social distancing.
- AP is also discussing steps to return to the normal way of working (meaning resuming expected face to face and unannounced visits to check on the well-being of people.) There will be exceptions as some of their reports/investigations are regarding people in assisted living programs, and that population remains challenging to see in-person.

### 3. 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?

#### Care Center

- Residents have been almost along the lines of our population when it comes to COVID and racial equity. Staff need continued support as they deal with COVID frustrations (PPE, staffing etc.)

## BI-WEEKLY SERVICE DELIVERY CHECK-IN

### Child Protection Intake/Youth Engagement Program

- More children of color are remaining in their homes or with family/kin as staff continue to conduct safety mappings/safety plans for families, assuring that there are adults who can support the children and their parents during these difficult times. We are creative and make sure families are safe and can be kept together whenever possible and provide families a voice when it comes to making decisions about their family. Staff are accepting the new model and are looking at how they do the work through a different lens. They are not afraid to think outside of the box and are making sure they are providing the same opportunities/information to all they serve.

### Child Protection Case Management

- Recently conversations have been around how to connect with the local police department. We've had to call on them last week and this week to support us with removing an infant from her mother's care. The police department has been resistant in this process due to the recent murder of George Floyd. Officers are not willing to go into client's homes without warrants, or to assist CP in physically removing children at this time. They are responding to the calls, but only offering a physical presence for the staff.

### Family Support

- A lot of emotional stress for staff regarding COVID and its implications of disparate impact, and in addition the increased acknowledgement of police brutality on black people. The looting and burning of stores and the scarcity of food resources causes uneasiness in staff and residents. Social Services has been holding listening sessions. Processing needs of staff differ. Some staff chose not to participate. Overall, well received by attendees.

### Crisis

- The barricades and guards around the 402 building were very stressful for residents, especially residents of color. Both clients and staff demonstrated fear of the situation through statements, questions and tears.
- Financial support is needed by the smaller agencies often serving residents of color to maintain their businesses due to both COVID changes and the system underpayment for their services.

### MHC/ACT/ADC

- With the death of George Floyd, we have had a lot of conversations and provided a lot of mental health support to clients related to the civil unrest and related activities. Most are managing well and are appreciative of services.
- Staff have been affected by the death of George Floyd at different levels. We are taking initiative as a clinic to improve racial equity within the AHC/ACT/ADC.

### Adult Protection / Pre-Petition Screening / Adult Case Management

- TCM Intake has added race to intake assignment log to identify populations that are being served and monitor outcomes in their ability to access case management services.
- TCM is also beginning to add race on the information checklist for reports being submitted to the courts. By tracking this information, we are able to see what clients we are requesting commitment extensions on.
- Conversations are still being had with staff to process the death of George Floyd. Conversations have focused on impact of race in access to services, staff interaction with clients, significance of trauma in various communities and staff ability to positively engage with clients as well as each other.

## BI-WEEKLY SERVICE DELIVERY CHECK-IN

- Adult Protection reported that there are racial inequities within our population living in poverty and with limited family supports. Those from this population who have recovered from COVID-19 and are returning home are impacted more significantly. We are reaching out to the COVID team to see how we can connect these individuals with the in-home support that has been designed to serve them.

### Additional Questions

4. What opportunities exist for service delivery changes in your department as the County rethinks how it delivers services through a Residents First lens and with a streamlined budget? Please specifically share how you can leverage the County's new virtual, phone and unified walk up service sites that are opening this summer. More information is available in the June 9 [County Board workshop on Residents First](#) workshop materials.

#### Lake Owasso Residence

- Expansion of our Services During the Day to include our residents at higher risk for COVID-19 complications.

#### Detox

- Ramsey County Detox operates under MN Rule 9530 as a Detoxification Program. We are would like to pursue a 245F licensure as a Withdrawal Management Program. Several services will remain the same while new services will also be provided to ensure a continuum of care for residents seeking assistance with substance abuse issues. Ramsey County will be able to bill medical assistance and insurance for services provided.

#### Child Protection Intake/Youth Engagement Program

- We are working with the Youth Engagement Program and Child Protection Case Management to team cases and create specialized caseloads to better serve families and not duplicate services.

#### Child Protection Case Management

- After attending a collaborative meeting, it became clear there are opportunities to do transformative work in our area. Follow-up with the director and colleagues is needed to discuss moving forward. The opportunity exists to build trust with our community and offer better services to them. Hopeful that some of these changes will begin to happen as we are communicating with the right people.
- The more we invite the community to the table and continue conversations, the transformation is already taking place. We need to remain consistent with our initiatives and make sure to keep all parties informed of changes.

#### Family Support

- A majority of social services happen in English. The translation of COVID documents into other languages has worked well in many instances. Use a vendor to translate documents for standard work forms. Courts have documents in variety of languages – not same in Social Services.
- Expedite making case files and paperwork electronic. Those who have computer skills can use walkup services to complete work/electronically sign document, not need in-person contact. Others who have no computer skills whatsoever, will there be staff available to help out? (i.e., A good example is how librarians have changed their view of work. They are resource people; many folks used the library computers to complete FAS forms. Librarians changed their work to help citizens access FAS forms and work online.)

## BI-WEEKLY SERVICE DELIVERY CHECK-IN

### Crisis, Stabilization, Children's Mental Health, Mothers First

- Adult and Child Crisis and Stabilization: Locate staff at additional sites to increase ability to respond quickly to all areas of Ramsey County, to improve access to walk-in services. Utilize online meetings to provide continued cohesion of teams on a regular basis, co-locate with other mental health and chemical dependency service to leverage staff availability and provide 24/7 service. Utilize facilities to allow peer support groups in person and electronically.
- Child Mental Health Case Management: Provide natural liaisons by the location of staff among staff providing other services beneficial to the child/families such as FAS, MnCHOICES Assessments, Crisis Services, IDD experts. In addition, become resources for staff and families being served by mandatory services such as Child Protection, Corrections and YEP.
- Mothers First: Utilize service sites to provide groups for clients served by Mothers First. Locate to provide connection of Mothers First staff with a Public Health focus and CP prevention service. Increase availability of clients to access learning to facilitate completing a GED, high school or a technical certificate or employment opportunities.

### MHC/ACT/ADC

- Will continue to provide virtual services and face to face visits as appropriate.
- Moving forward, case managers could continue to utilize telehealth platforms for client visits at times when deemed appropriate, which would lessen need for mileage reimbursement. Staff at ADC could begin conducting diagnostic assessments in the jail, once current vacancy is filled.
- We will continue to evaluate how we can work with the new walk up service sites.

### Adult Protection / Pre-Petition Screening / Adult Case Management

- Most of the work in TCM requires face to face interaction. We are hoping that the various sites will present additional options for clients to engage and meet with case management. We are thinking that this could decrease the rate of no shows for appointments while also promoting consistent contact with clients. We would like to track which clients are utilizing the hubs as a way to assess what things are working for clients as well as any barriers.
- AP does not believe there will be significant service delivery changes related to these changes in their area in regards to virtual or walk-up services other than when they do assist people with case management type tasks like getting on medical assistance or other benefits, or turning in paperwork on client's behalf - that it will be easier for staff to have multiple locations to utilize that will be closer to where people live. Their work most often really does require face to face interaction in people's place of residence.
- Prepetition also believes that the changes to be implemented by Ramsey County will not directly impact the work of the Prepetition Screening Unit. However, any changes that increase access to services have the potential of reducing the number of residents whose first contact with services occurs via civil commitment. Better access will equate with resident-directed earlier intervention for mental health and substance use issues. When access is not equitable there will be instances in which circumstances for residents deteriorate to the point that their only recourse is to present at a hospital emergency department.
- Recommend continuation of allowing phone assessment and creating a place to have video phone assessment at the different hubs for AMH Intake, easy access to conference rooms that have enough space at the different sites to schedule face to face appointments and accommodate social distancing—supplies available at the various hubs to provide to residents when they are interacting face to face with our staff (masks, gloves, hand sanitizer, etc.)

**BI-WEEKLY SERVICE DELIVERY CHECK-IN**

**Deputy County Manager Comments**

- Ensure collaboration with Public Health regarding resuming face-to-face visits with clients. Monitor waiver extensions and resume face-to-face contact only if extensions are not granted and client need can be demonstrated.
- Congratulations on the implementation of the EHR system for the Mental Health Crisis area!
- Continue to partner with the IMT-Operations Service Delivery Redesign team to maximize the effectiveness of this emerging model. As necessary, recommend changes to enhance the resident experience. Social Services is a key player in the success of this effort.

**County Manager Comments**

## 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.
- Virtual Service delivery works, and staff have adapted procedures and processes to ensure the people we serve are served with the same compassion and thoroughness they deliver to people in person.
- Staggered staffing in office has provided needed support with mail processing and distribution, fax processing and other functions.
- Requested access to mail room was approved. All staff are now able to retrieve mail coming in to distribute and deliver mail to be processed during and outside of regular business hours.
- Increase in number of veterans coming into the building and requesting to see Veterans Services staff likely originates with more businesses opening as restrictions are eased.
- Staff followed guidelines for safe social distancing and masks to serve veterans who were allowed access to the building and who came into the office.
- Weekly staff meetings have helped with communication, connection and coordination
- Veteran Outreach and Veteran Social Worker continue to find new ways to collaborate with internal and external partners to serve homeless veterans.

#### 2. What service delivery modifications (if any) will you need to make for next few weeks and why? Please note, significant changes will need to be approved by the county manager.

- Request to remodel the lobby space or at minimum add plexiglass in Veterans Services needs review. With more veterans finding their way into the building and into the Veterans Services office, now seems like a good time to make modifications that would be needed to see people in person.
- The development and deployment of Navigators could have a direct impact on future service delivery modifications considered by departments. It would be beneficial to integrate the processes or at minimum align them.

#### 3. 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?

- Request for meeting with RECERT staff to plan for outreach targeting communities of color.

### Additional Questions

#### 4. What opportunities exist for service delivery changes in your department as the County rethinks how it delivers services through a Residents First lens and with a streamlined budget? Please specifically share how you can leverage the County's new virtual, phone and unified walk up service sites that are opening this summer. More information is available in the [June 9 County Board workshop on Residents First](#) workshop materials.

- Data analysis focused on the development of new performance measures indicates that many of the people served by Veterans Services staff are currently receiving or have received benefits and services from FAS, Social Services and Public Health. Integration of a Social Worker and an Outreach Worker into the Veterans Services department has enhanced the ability of the Veterans Services team to connect the people we serve to additional benefits and services offered by other

## BI-WEEKLY SERVICE DELIVERY CHECK-IN

Ramsey County departments. **Veterans Services provides a model for the future development of integrated service departments that have staff with expertise working side by side with staff whose area of expertise complements and enhances access to benefits and services.**

- The immediate bond between Veterans Services staff and the people that they serve is founded on a common history and experience shared by all veterans. **Veterans Services model founded on respect, empathy, kindness and shared experience could inform how staff are recruited to serve as Navigators, Financial Workers, Social Workers, Public Health workers and others who would serve side by side in an integrated department model.**
- Veterans Services staff stand prepared to do what it takes to continue providing outstanding customer service and finding ways to continue to improve how we deliver services.
- Determining eligibility for programs and benefits based on military service provides unique challenges. The challenges begin with the huge variety of definitions for veteran, the vast and complex eligibility requirements associated with the many benefits available to those they served in the military and the intense bureaucratic processes associated with accessing benefits available from the federal, state and local partners. **Veterans Service Officers are trained to advocate by understanding all aspects of eligibility and how they intersect and work together. Some of how these staff are trained to work could inform how Navigator positions are developed.**
- Veterans Services staff remain hopeful that we will return to seeing those we serve in person and are interested in continuing to work toward that goal. Adapting the office space and refining procedures to provide safe services.

### Deputy County Manager Comments

- Give your ideas regarding desired qualities of a navigator to IMT Operations—Service Delivery Redesign team.
- Work with Ops Service Delivery Redesign team regarding the timing of incorporating Veterans Services as one of the priority services next to be available at the walk-up sites. The implementation timing may drive the need for outfitting the office with plexiglass.

### County Manager Comments



## BI-WEEKLY SERVICE DELIVERY CHECK-IN

### DEPARTMENT

### County Assessor

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

- Successfully convened our first virtual County Board of Appeal and Equalization, the meeting was held via conference call, all open meeting requirements were met, and it ran very smooth.
- Redesigned processes that have been put in place have been working well.
- Appraisers have been able to reach out to residents electronically or by phone and their needs appear to have been met.
- The desktop property review process that has been established for appeals, will be continued throughout the summer to satisfy our quintile review requirements.

#### 2. What service delivery modifications (if any) will you need to make for next few weeks and why? Please note, significant changes will need to be approved by the county manager.

- None noted at this time.

#### 3. 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?

- Many businesses and homes were looted, sustained fire damage or were outright destroyed during the unrest that occurred in late May after the killing of George Floyd. Many are minority owned and have already experienced devastating economic loss due to the COVID crisis. We are sensitive and aware of the need to communicate and share information in ways that will allow non-English speaking property owners to file for property tax relief if warranted. We are working with Communications to ensure our abatement policy and local option process can be viewed in multiple languages and allow for translation functionality. We are partnering with City of St Paul PED and DSI departments to share information to complete our work more efficiently.

### Additional Questions

#### 4. What opportunities exist for service delivery changes in your department as the County rethinks how it delivers services through a Residents First lens and with a streamlined budget? Please specifically share how you can leverage the County's new virtual, phone and unified walk up service sites that are opening this summer. More information is available in the [June 9 County Board workshop on Residents First](#) workshop materials.

- Having shared workspace at the various service sites which could be staffed (phone, teams meeting, or in person if needed) with the 'appraiser of the day' would allow increased access for residents in more areas of the county and enhance our ability to quickly meet resident's needs. Virtual and phone contact could continue through work at home arrangements as is currently being done.

### Deputy County Manager Comments

- Responding to q#4: IPR is taking a service team approach to be able to continue to deliver our redesigned services as approved in this process through a R1 lens with a streamlined budget. Essentially all of our services have been redesigned as necessary to ensure that we can continue to serve with excellence and continue to keep our staff and residents safe.

**BI-WEEKLY SERVICE DELIVERY CHECK-IN**

Some of the ways we plan to operate within a streamlined budget so that service delivery is not adversely impacted are through holding open positions, reducing employee development and reducing conference and seminar expense.

**County Manager Comments**

## BI-WEEKLY SERVICE DELIVERY CHECK-IN

### DEPARTMENT

### Communications & Public Relations

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

- Things continue to go well for us as we work remotely. MS Teams is becoming more integral to how we accomplish our work each week. We are now undertaking use of the tool for project tracking and management and are training communications staff on this.

#### 2. What service delivery modifications (if any) will you need to make for next few weeks and why? Please note, significant changes will need to be approved by the county manager.

- In concert with the lessening of meeting frequency and daily demands of the ICS structure, we are actively working to reduce the flex time balances of several of our team members that have been significantly run up since mid-March. Previously, we noted the effect of fatigue on staff and we're working to rebalance.

#### 3. 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?

- No notable changes from previous reports. 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.

### Additional Questions

#### 4. What opportunities exist for service delivery changes in your department as the County rethinks how it delivers services through a Residents First lens and with a streamlined budget? Please specifically share how you can leverage the County's new virtual, phone and unified walk up service sites that are opening this summer. More information is available in the [June 9 County Board workshop on Residents First](#) workshop materials.

- We have prioritized support of the launch, rollout and development of the five new Service Center locations – this effort requires significant Communications support now and will continue to do so. As the new service sites, on-site navigators and Customer Contact Center team mature together, information from that team about how we provide communications for our residents, business, partners and businesses through all electronic and print communications will become integral to our departmental commitment to continuous improvement.

### Deputy County Manager Comments

- Responding to q#4: IPR is taking a service team approach to be able to continue to deliver our redesigned services as approved in this process through a R1 lens with a streamlined budget. Essentially all of our services have been redesigned as necessary to ensure that we can continue to serve with excellence and continue to keep our staff and residents safe. Some of the ways we plan to operate within a streamlined budget so that service delivery is not adversely impacted are through holding open positions, reducing employee development and reducing conference and seminar expense.

### County Manager Comments

## BI-WEEKLY SERVICE DELIVERY CHECK-IN

### DEPARTMENT

### IPR Admin

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

- Services continue to operate very smoothly at the Plato building, with very limited walk-up services. We continue seeing most volume through the dropbox and mail.

#### 2. What service delivery modifications (if any) will you need to make for next few weeks and why? Please note, significant changes will need to be approved by the county manager.

- There is continued collaboration with the Planning team, Property Management, and Public Health to establish an enhanced service center hub at the Plato service center. Target launch is in July. 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 has been defined and the redeployment request has been submitted to fill these roles.

#### 3. 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?

- We continue to monitor and evaluate our redesigned service delivery model to identify any potential aspect that might have an impact on racial equity.

### Additional Questions

#### 4. What opportunities exist for service delivery changes in your department as the County rethinks how it delivers services through a Residents First lens and with a streamlined budget? Please specifically share how you can leverage the County's new virtual, phone and unified walk up service sites that are opening this summer. More information is available in the [June 9 County Board workshop on Residents First](#) workshop materials.

- IPR Admin is fully engaged in the service delivery changes. But as we look forward, we will have some IPR services that may be difficult to fully implement at other walk-up sites. An example would be how we might be able to accept cash payments for property taxes and ensure we are meeting audit requirements. We will be reviewing the possibilities as we move forward.

### Deputy County Manager Comments

- Responding to q#4: IPR is taking a service team approach to be able to continue to deliver our redesigned services as approved in this process through a R1 lens with a streamlined budget. Essentially all of our services have been redesigned as necessary to ensure that we can continue to serve with excellence and continue to keep our staff and residents safe. Some of the ways we plan to operate within a streamlined budget so that service delivery is not adversely impacted are through holding open positions, reducing employee development and reducing conference and seminar expense.

### County Manager Comments

## BI-WEEKLY SERVICE DELIVERY CHECK-IN

### DEPARTMENT

### Information Services

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

- Working with the Unified Service delivery initiative creates clarity and urgency to designing technology solutions that will improve the resident experience in the 5 locations. What we learn from this rapid deployment initiative will inform the longer-term solutions that will be required to scale and sustain a resident first operating model.

#### 2. What service delivery modifications (if any) will you need to make for next few weeks and why? Please note, significant changes will need to be approved by the county manager.

- No significant changes planned near term, although the ever-increasing demand for technology solutions and support is stretching the current IS model to a point where change will be inevitable.
- We are in the “third wave” of requests for technology to support flexible work locations: first wave was focused on work from home as a rapid response to covid; second wave was to move certain types of work to remote (ex. call centers); third wave is requests for staff to work wherever their work can most effectively be performed: some days in the office, some days at home, and some days in the community.
  - We will bring forward under the broader strategy of increasing Resiliency, a recommendation to accelerate this shift to a more flexible workforce.

#### 3. 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?

- Our work in Unified Service delivery near-term and Residents First in the longer-term has the potential to improve outcomes for those that receive multiple concurrent services from the county. Technology can assist us in meeting residents where they are, with a more holistic understanding of their needs and how best to solve.
- IS will participate in the Workforce Solutions career assistance initiatives via workshops designed to help unemployed residents to navigate the rapidly evolving IT industry.

### Additional Questions

#### 4. What opportunities exist for service delivery changes in your department as the County rethinks how it delivers services through a Residents First lens and with a streamlined budget? Please specifically share how you can leverage the County’s new virtual, phone and unified walk up service sites that are opening this summer. More information is available in the June 9 [County Board workshop on Residents First](#) workshop materials.

- Technology implementation and support continues to be partially distributed outside of Information Services, providing opportunity to consolidate further to gain efficiencies and support a more holistic technology strategy to underly Residents First. This could be accomplished via revitalizing work that was in-process prior to COVID-19, especially as it relates to the Health and Wellness technology support model.
- We have opportunity to solve for fragmented technology management in areas such as multi-function print/fax/scan devices via industry standard managed print solutions. This would also improve our cybersecurity posture.
- Multi-channel service delivery is a critical component to a residents first outcome; integrating voice, chat, email, presence, scheduling, and analytics is an area where we could move to an enterprise strategy across people, process and technology. Significant cost efficiency gains could be had while stepping toward the future state Residents First strategy.

**BI-WEEKLY SERVICE DELIVERY CHECK-IN**

Deputy County Manager Comments

- Responding to q#4: IPR is taking a service team approach to be able to continue to deliver our redesigned services as approved in this process through a R1 lens with a streamlined budget. Essentially all of our services have been redesigned as necessary to ensure that we can continue to serve with excellence and continue to keep our staff and residents safe. Some of the ways we plan to operate within a streamlined budget so that service delivery is not adversely impacted are through holding open positions, reducing employee development and reducing conference and seminar expense.

County Manager Comments

## BI-WEEKLY SERVICE DELIVERY CHECK-IN

### DEPARTMENT

### Property Tax & Elections Services

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

- Examiner of Titles: Directives and Certifications are being processed somewhat faster than before the pandemic due to electronic submission and return. The exception is documents submitted in paper form, which take somewhat longer due to limited staffing in the office. We have begun scheduling remote hearings to commence on July 10. The existing backlog of cases should be eliminated by September.
- Elections: On Monday, June 15<sup>th</sup> our office successfully brought permanent and seasonal staff into the office. Preparations for the initial absentee mailing are going well and staff are doing their best with social distancing and wearing a mask.
- Tax Accounting: Work is mostly accomplished via working remote; however, some processes require paper documents necessitating staff come into the office at least once a week.
- Tax-Forfeited Lands (TFL): The TFL team and the Unified Team are partnering to provide creative, resident centric solutions for those residents nearing tax-forfeiture in August 2020 to prevent forfeiture or keep residents in their homes after forfeiture.

#### 2. What service delivery modifications (if any) will you need to make for next few weeks and why? Please note, significant changes will need to be approved by the county manager.

- Elections: Working with Property Management to pursue a lease for additional warehouse space to accommodate increased mail balloting supplies and processing, and storage of election day PPE.

#### 3. 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?

- Elections: Working closely with the Communications Department and Community Partners to provide translated mail balloting communications, media posts, and radio ads, and to ensure the communications are widely disseminated across communities.

### Additional Questions

#### 4. What opportunities exist for service delivery changes in your department as the County rethinks how it delivers services through a Residents First lens and with a streamlined budget? Please specifically share how you can leverage the County's new virtual, phone and unified walk up service sites that are opening this summer. More information is available in the [June 9 County Board workshop on Residents First](#) workshop materials.

- Examiner of Titles: The addition of accepting credit cards would reduce both our staff time for processing checks and the need for our customers to mail them in.
- Elections: The 2020 elections are going to look very different than elections in previous years. The 2020 service delivery changes will be evaluated for future implementation once the full realization of the 2020 changes is known. At the service centers, voters could register to vote via paper application or online, apply for an absentee ballot online or via paper application, and obtain general election information.
- Tax-Forfeited Lands (TFL): General information regarding property tax delinquency and forfeiture, as well as information regarding repayment and repurchase plans and property sales can be made available at all new service sites.
- Tax Accounting: Information regarding the one-time property tax deferral program can be provided at all new service sites.

**BI-WEEKLY SERVICE DELIVERY CHECK-IN**

**Deputy County Manager Comments**

- Responding to q#4: IPR is taking a service team approach to be able to continue to deliver our redesigned services as approved in this process through a R1 lens with a streamlined budget. Essentially all of our services have been redesigned as necessary to ensure that we can continue to serve with excellence and continue to keep our staff and residents safe. Some of the ways we plan to operate within a streamlined budget so that service delivery is not adversely impacted are through holding open positions, reducing employee development and reducing conference and seminar expense.

**County Manager Comments**



**BI-WEEKLY SERVICE DELIVERY CHECK-IN**

**DEPARTMENT**

**Medical Examiner**

1. Describe how service delivery went these past few weeks. What has been working well?
  - No recent changes to service delivery. All is going well.
2. What service delivery modifications (if any) will you need to make for next few weeks and why? Please note, significant changes will need to be approved by the county manager.
  - There are no service delivery modifications needed in the next few weeks.
3. 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?
  - No changes have been made to our service delivery approach during the COVID-19 crisis.

**Additional Questions**

4. What opportunities exist for service delivery changes in your department as the County rethinks how it delivers services through a Residents First lens and with a streamlined budget? Please specifically share how you can leverage the County's new virtual, phone and unified walk up service sites that are opening this summer. More information is available in the June 9 [County Board workshop on Residents First](#) workshop materials.
  - As most of our Resident interactions take place away from the office itself, or through phone calls, we have been able to provide our service delivery without changes and will continue to do so as we move forward.

**Deputy County Manager Comments**

- Reviewed and no additional comments.

**County Manager Comments**

**BI-WEEKLY SERVICE DELIVERY CHECK-IN**

**DEPARTMENT**

**County Attorney's Office**

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

- The only change was our involvement in the first jury trial conducted in Ramsey County over the past four months. Ramsey County is one of the four pilot judicial districts designated by MN Supreme Court Chief Justice Lori Gildea to resume felony criminal jury trials. To accommodate social distancing requirements, the trial was conducted in Room 40 A and B in the basement of the courthouse. The trial took five full days from jury selection to verdict. All persons in the courtroom were required to wear masks at all times, except for witnesses while testifying (they testified behind a plexiglass barrier). The location of the makeshift courtroom created a number of logistical challenges (e.g. being able to transport the defendant to and from the courtroom; directing witnesses and jurors to the right location, etc...). These challenges probably added at least two days to the length of the trial. Anecdotal reports seem to indicate that persons in the courtroom felt relatively safe.

**2. What service delivery modifications (if any) will you need to make for next few weeks and why? Please note, significant changes will need to be approved by the county manager.**

- No modifications are anticipated.

**3. 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?**

- No impacts.

**Additional Questions**

**4. What opportunities exist for service delivery changes in your department as the County rethinks how it delivers services through a Residents First lens and with a streamlined budget? Please specifically share how you can leverage the County's new virtual, phone and unified walk up service sites that are opening this summer. More information is available in the [June 9 County Board workshop on Residents First](#) workshop materials.**

- None

**Deputy County Manager Comments**

- Reviewed and no additional comments.

**County Manager Comments**

**BI-WEEKLY SERVICE DELIVERY CHECK-IN**

**DEPARTMENT**

**Emergency Communications**

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

- No service delivery changes were made.

2. What service delivery modifications (if any) will you need to make for next few weeks and why? Please note, significant changes will need to be approved by the county manager.

- A thermal temperature scan arrived this week, so we are making modifications to employee temperature screening.

3. 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?

- Currently working with DIOD team to develop a comprehensive roadmap with multiple paths for staff to assist with racial equity impacts they have encountered and felt over the past several weeks.
- Conducted manager listening sessions with staff this week with a broad dialogue.
- EAP group session for staff being developed over next couple weeks.

**Additional Questions**

4. What opportunities exist for service delivery changes in your department as the County rethinks how it delivers services through a Residents First lens and with a streamlined budget? Please specifically share how you can leverage the County's new virtual, phone and unified walk up service sites that are opening this summer. More information is available in the June 9 [County Board workshop on Residents First](#) workshop materials.

- This opportunity involves more than Emergency Communications, but there may be a possibility for deputies/officers to meet with complainants on certain types of calls for service virtually vs having the officer drive to their location. The citizen could "register" a time to speak with someone and a link could be sent to them. They click the link at a specific time and speak with an officer. The Emergency Communications Telecommunicators could offer this possible service delivery change as an option when speaking with citizens.

**Deputy County Manager Comments**

- Idea of video interactions with officers and deputies holds real potential.

**County Manager Comments**

**BI-WEEKLY SERVICE DELIVERY CHECK-IN**

**DEPARTMENT**

**Emergency Management and Homeland Security**

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

- The past few weeks were significantly challenging. The lack of sufficient staff was apparent as we needed to have all staff – including part time staff, working extended hours during the periods of unrest in our region. For most of a pay period we were unable to allow for time off.
- The department DID provide all mandated services and continued to provide those non-mandated services still in place during COVID-19. However, we could not have maintained that pace for much longer (for instance, had the severe weather that was forecast materialized.)

**2. What service delivery modifications (if any) will you need to make for next few weeks and why? Please note, significant changes will need to be approved by the county manager.**

- I am ensuring that each staff member get at least some time off to ensure that we can maintain the COVID-19 dictated pace.

**3. 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?**

- We still look forward to the time we can implement our resilience project. For now, we are serving all of our community and not seeing significant impacts.

**Additional Questions**

**4. What opportunities exist for service delivery changes in your department as the County rethinks how it delivers services through a Residents First lens and with a streamlined budget? Please specifically share how you can leverage the County's new virtual, phone and unified walk up service sites that are opening this summer. More information is available in the [June 9 County Board workshop on Residents First](#) workshop materials.**

- The redesign will not directly impact our day-to-day service delivery. However, we see the need to enhance our outreach activities as planned when employee and community member safety from COVID-19 are assured in the future.

**Deputy County Manager Comments**

- Reviewed and no additional comments.

**County Manager Comments**

**BI-WEEKLY SERVICE DELIVERY CHECK-IN**

**DEPARTMENT**

**Medical Examiner**

1. Describe how service delivery went these past few weeks. What has been working well?
  - No recent changes to service delivery. All is going well.
2. What service delivery modifications (if any) will you need to make for next few weeks and why? Please note, significant changes will need to be approved by the county manager.
  - There are no service delivery modifications needed in the next few weeks.
3. 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?
  - No changes have been made to our service delivery approach during the COVID-19 crisis.

**Additional Questions**

4. What opportunities exist for service delivery changes in your department as the County rethinks how it delivers services through a Residents First lens and with a streamlined budget? Please specifically share how you can leverage the County's new virtual, phone and unified walk up service sites that are opening this summer. More information is available in the June 9 [County Board workshop on Residents First](#) workshop materials.
  - As most of our Resident interactions take place away from the office itself, or through phone calls, we have been able to provide our service delivery without changes and will continue to do so as we move forward.

**Deputy County Manager Comments**

- Reviewed and no additional comments.

**County Manager Comments**

## BI-WEEKLY SERVICE DELIVERY CHECK-IN

### ELECTED OFFICE

### SHERIFF'S OFFICE

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

- The Adult Detention Center (ADC) continues to securely and humanely operate and process those in-custody through the criminal justice system with significantly modified operations.
- The Sheriff's Office continues to report bookings and population numbers for the Adult Detention Center (ADC) online at [ramseycounty.us/covid-19-info/justice-system-collaboration-response-covid-19](https://ramseycounty.us/covid-19-info/justice-system-collaboration-response-covid-19).
- The civil unrest in the metro area over has been challenging to all of our services, operations, and staffing, but we have been able to effectively manage day-to-day service delivery operations.
- Emergency response/patrol functions continue to be performed with proper safeguards.
- The Sheriff's Office and the Minnesota State District Courts are holding video court hearings for selected cases.

#### 2. What service delivery modifications (if any) will you need to make for next few weeks and why?

- Allowing various criminal justice professionals (attorneys, probation, public defender, mental health, parole, etc.) to continue to have access to inmates (remotely) continues to be challenging due to technology limitations, lack of wireless networking (Wi-Fi), and poor cellular service in parts of the ADC. The Sheriff's Office continues to work on alternate technology options to allow these critical appointments to continue to happen.
- The Sheriff's Office continues to closely monitor the latest COVID-19 news and guidance from the State of Minnesota, the Centers for Disease Control, Ramsey County, and national associations.

#### 3. What racial equity impacts are you seeing for residents, particularly those most vulnerable and impacted by the COVID-19 crisis that impact your elected office's service delivery approach? What about racial equity impacts for staff?

- In response to the need for culture specific food and food insecurity issues with COVID-19, the Sheriff's Office partnered with Minnesota National Guard and Youth and Family Circle to deliver food.
- The Sheriff's Office was recently featured in the Pioneer Press, "Ramsey County sheriff's office helps organize food drive for Somali community" at [twincities.com/2020/06/09/ramsey-county-sheriffs-office-helps-organize-food-drive-for-somali-community](https://twincities.com/2020/06/09/ramsey-county-sheriffs-office-helps-organize-food-drive-for-somali-community). See attached.

### Additional Questions

#### 4. What opportunities exist for service delivery changes in your elected office as the County rethinks how it delivers services through a Residents First lens and with a streamlined budget? Please specifically share how you can leverage the County's new virtual, phone and unified walk up service sites that are opening this summer. More information is available in the June 9 [County Board workshop on Residents First](#) workshop materials.

- Given the nature of the statutorily mandated services provided to the community, courts, and other organizations, there is limited opportunity in this area.

Deputy County Manager Comments

County Manager Comments

## NEWS

# Ramsey County sheriff's office helps organize food drive for Somali community



Minnesota Somali activist Omar Jamal (left) holds a gallon of milk and a carton of eggs, two of the items distributed to Somali-American families in St. Paul Tuesday afternoon. The Ramsey County Sheriff's Office COVID "Help Team," along with the Minnesota National Guard and Youth and Family Circles, gathered and distributed the boxes to nearly 500 families.

By **EMMA HARVILLE** | [eharville@pioneerpress.com](mailto:eharville@pioneerpress.com) |

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Nearly 500 boxes of food and supplies were distributed to Somali-American families in



St. Paul Monday and Tuesday.

The boxes, filled with foods specific to Somali culture such as rice, sliced peaches, corn and tomato sauce, were gathered and packaged by the Ramsey County sheriff's office COVID "Help Team" in partnership with the Minnesota National Guard and Youth and Family Circle.

A refrigerated truck holding the boxes, as well as cartons of milk and eggs, stopped to distribute at Afton View Apartments Tuesday afternoon as families trickled out of their homes to receive them. In addition to food, the boxes contained items like toilet paper, hand sanitizer and face masks.

"During quarantine, the majority of immigrants were in dire need of basic food," Minnesota Somali activist Omar Jamal said. "Back home, we get used to the military on the street enforcing orders. Here, it's different. The army came, and they helped the community."

Ramsey County Inspector Chy Nou Lee said the COVID Help Team was created early April to respond to the community's needs during the coronavirus pandemic.

The COVID Help Team saw a need in the Somali community and partnered with the Minnesota National Guard, which allocated 20 members, and Youth and Family Circle, an organization that runs activities for inner-city youth.

The National Guard helped bring in 17,000 items Friday, which Major General Jon A. Jensen says has turned "a tough time for the Twin Cities" into an opportunity to support the local community.

Daud Mohamed, a member of the COVID Help Team and Board Chair for Youth and Family Circles, said that since their previous food drive, nearly 300 other families from the Somali-American community have reached out for aid.

"I always like to say, 'The best exercise for the heart is reaching down and lifting others,'" Mohamed said. "This is the most rewarding part of my job."

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Tags: [Coronavirus](#) [Health](#) [Ramsey County](#) [St. Paul](#)

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## Emma Harville

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### VIEW COMMENTS

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By *Angelino's*  
COFFEE & TEA

## BI-WEEKLY SERVICE DELIVERY CHECK-IN

### DEPARTMENT

### County Manager's Office

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

##### Admin Team

- The four board secretaries who joined the County Manager's (CM) Office to assist with front office coverage are well-integrated into their roles and it has been a great help to the admin team.
- Phone calls continue to be mostly light. Calls received are often seeking assistance from Social Services, Financial Assistance Services, Property Taxes, Human Resources; callers also asked when the libraries would be open.
- Since the mask policy has been implemented, masks are seemingly worn by all who enter and work in the CM Office.
- With the completed renovation of Suite 210, known as the expanded CM Office, staff from Community and Economic Development, Safety and Justice Service Team, and Data and Compliance Office have moved out of Suite 250 where they had been temporarily housed.
- The CM Office is starting to see remote staff dropping in more often and taking various days to work in the office.
- The board meetings have been modified to incorporate workshops into every other meeting.

SERVICE	Mon 5/25	Tue 5/26	Wed 5/27	Thu 5/28	Fri 5/29	TOTAL
Drop box mail	Memorial Day	10	8	5	1	total = 24 City StP = 2 Courts = 21 CHS = 1

SERVICE	Mon 6/1	Tue 6/2	Wed 6/3	Thu 6/4	Fri 6/5	TOTAL
Drop box mail	4	5	7	11	9	total = 36 City StP = 1 Courts = 32 CMO = 3

SERVICE	Mon 6/8	Tue 6/9	Wed 6/10	Thu 6/11	Fri 6/12	TOTAL
Drop box mail	6	4	9	4	6	total = 29 City StP = 2 Courts = 27

##### 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:
  - Census work: Began disbursing funds to grantees; 12/18 checks going out this week.
  - Immigration: Finalized and executed 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.
  - Strategic Plan: finalizing the countywide Strategic Plan

## BI-WEEKLY SERVICE DELIVERY CHECK-IN

- Performance Measures: Members of the Performance Measures Coordination are working with their respective departments to finalize performance measures worksheet. Service Teams are scheduled to discuss budget implications and performance measures on June 24<sup>th</sup> and 26<sup>th</sup> with the Budget Core Team.
- Criminal Justice Reform work: CJCC, Bail Reform and Burns Institute
- Community Resiliency from civil unrest

### 2. What service delivery modifications (if any) will you need to make for next few weeks and why? Please note, significant changes will need to be approved by the county manager.

- Admin Team: As an opportunity to help increase access to needed services and food to families in our community, the Admin Team is supporting the COVID-19 Incident Management Team through Operations in this effort by tracking the requests for and fulfillments of the Food Security and Basic Needs Flyer orders.
- Policy & Planning: No modifications. Our team will continue to maximize technology to conduct virtual meetings.

### 3. 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?

- Admin Team: We get occasional walk-ins, however, we do not know the racial or ethnic make-up of the callers from phone calls we receive, so it is difficult to know the racial equity impacts. It is clear that phone callers are feeling the impact of COVID-19 and the changes in the service delivery around the county.
- Policy & Planning and PFT members will 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.
- It should be noted that 70-80% of Policy & Planning and PFT members including the new Justice Fellow are people of color. All have equitable access to technology, access and flexible work from home schedules. Policy analysts continue to rotate being on call on Saturdays to support IMT and CM leadership needs.

## Additional Questions

### 4. What opportunities exist for service delivery changes in your department as the County rethinks how it delivers services through a Residents First lens and with a streamlined budget? Please specifically share how you can leverage the County's new virtual, phone and unified walk up service sites that are opening this summer. More information is available in the [June 9 County Board workshop on Residents First](#) workshop materials.

- Admin Team: The significant amount of work done through the County Manager's Office is through coordination with other internal county leaders, departments and staff. As such, most of the work has been conducted through virtual means, such as meetings and email communications and phone calls. We continue to have walk-ins and regular interoffice and postal service mail that requires in-person handling and reception coverage. The administrative team has assumed more responsibility to open and scan mail to office colleagues who are working remotely, and supporting CED by handling ongoing legal documents requiring signatures and notaries. Electronic signatures have been able to be substituted for the majority of documents requiring them. With the assistance being provided to the Incident Management Team through planning, coordination, scheduling, meeting management and with distribution of various flyers, the Admin Team has been a part of a "chain of systems" to support residents with access to information and needed resources. This work is a collaborative effort, not just with other county departments, but also with other organizations around Ramsey County.

### BI-WEEKLY SERVICE DELIVERY CHECK-IN

- Policy Team: the telecommute (i.e. work from home) schedule is working well for the team. They are just as productive (if not more!) with this work culture shift with each team member working well over the 80-hour work period. Work from Home option allows for greater flexibility, adaptability, collaboration and connectivity while saving time in travel in-between meetings and being onsite. Some team members visit the office 1-2 days a week. It is proffered to maintain and keep this schedule for the Policy Team under Residents First. The team had discussed 1-2 possible onsite meetings for team collaboration and in-person check-in in the future. It is recommended to build co-working and collaborative work spaces in the service delivery centers as options for staff to utilize the space as a drop-in office setting and for printing, scanning and meetings.

#### Deputy County Manager Comments

- Reviewed and no further comments at this time.

#### County Manager Comments

## BI-WEEKLY SERVICE DELIVERY CHECK-IN

### DEPARTMENT

### Finance

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

- Submitted weekly Finance Report and one-page public report to leadership including more detail on the \$96M in CARES Act funding. This is evolving and improving. Communications will also be bringing up a data portal to supplement this work.
- Revenue applications pending decision: DHS Housing funds for May.
- Compliance and Oversight is meeting with the leads for the \$56M in CARES Act funding weekly and solving issues as they arise. This is a great partnership and going really well.
- Working with the homelessness group to better account for costs and look at the accounting structure.
- Met multiple times with the Disaster Cost Recovery group and getting a vendor in place. Once the contract is in place, the highest priority items will include: Payroll tracking, reporting for contractors receiving CARES funds, review of training materials.
- 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.
- Procurement continuing to handle all emergency and regular procurements to date.
- 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.
- Lead procurement pieces of securing hotels for the homeless on a longer-term basis.
  - Completion of Hotel 340 agreement.
  - Completion of Emerald Inn agreement.
  - Continue the procurement process for several emergency informal quotes for CARES funding which will result in several contracts.
  - Emergency information quotes for food:
    - Home Delivered Meals: evaluation team to make recommendations and we start drafting contracts.
    - Groceries/Food Shelves: emergency quote to be released
    - School lunch program: Pending
- We are beginning to stand up a back-office support branch for the \$56M in CARES act funding to support FAS, WFS and CED. This will include contact monitoring, technical assistance, administrative support and finance/budget support.
  - Tara Bach has been named as the lead.
  - We are working on redeployments for the various areas.
  - A one-page summary document on the role of this group will be developed soon.

#### 2. What service delivery modifications (if any) will you need to make for next few weeks and why? Please note, significant changes will need to be approved by the county manager.

- We will continue to stand up the bac-office support branch.
- We will be releasing a new approval process for larger purchases.

#### 3. 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?

- We continue to process all our checks and payments within normal guidelines so individuals and businesses should not be impacted.

## BI-WEEKLY SERVICE DELIVERY CHECK-IN

- 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.

### Additional Questions

4. What opportunities exist for service delivery changes in your department as the County rethinks how it delivers services through a Residents First lens and with a streamlined budget? Please specifically share how you can leverage the County's new virtual, phone and unified walk up service sites that are opening this summer. More information is available in the June 9 [County Board workshop on Residents First](#) workshop materials.

- We are working on getting more people and vendors to use ACH.
- We are also looking at having USBank print our checks which will streamline that process.
- We are considering alternative options to checks to get residents funds faster.
- At the new sites, we are hoping we can explore how residents can complete finance related tasks like payments and questions on checks.

### Deputy County Manager Comments

### County Manager Comments

BI-WEEKLY SERVICE DELIVERY CHECK-IN

DEPARTMENT

Human Resources

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

- First virtual County-Wide Leadership Group (CLG) training held June 11 with over 260 attendees; use of Zoom worked well and received positive reviews.
- Advancing Racial Equity class for new hires adapted for virtual use and will be piloted starting next week.

2. What service delivery modifications (if any) will you need to make for next few weeks and why? Please note, significant changes will need to be approved by the county manager.

- No service delivery modifications at this time.

3. 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?

- Worked with Housing Operations to obtain board approval for limited duration appointments recognizing that housing operations would go beyond six months; this helped to ensure continuity of operations while had a positive impact on racially diverse staff by providing county benefits to those eligible.

Additional Questions

4. What opportunities exist for service delivery changes in your department as the County rethinks how it delivers services through a Residents First lens and with a streamlined budget? Please specifically share how you can leverage the County's new virtual, phone and unified walk up service sites that are opening this summer. More information is available in the June 9 [County Board workshop on Residents First](#) workshop materials.

- Consider posting jobs, recruiting materials specific to Ramsey County jobs in service sites.
- Consider how staff might utilize these sites as drop-in sites for remote work to access services (printing, mailing, virtual connection, etc.) without coming to their work location (which might be further away).

Deputy County Manager Comments

County Manager Comments