

SERVICE MODIFICATION REQUEST FORM TEMPLATE

DEPARTMENT**Parks & Recreation – Administration Building**

1. Describe the service modification request.

Please including the reason for change

Parks would like to request keeping the front doors to the admin building unlocked during business hours to facilitate mail service and deliveries.

2. Who will be impacted by the change?

Consider the racial equity impacts for both service users and staff

Couriers and front reservation staff will see the most change. Others will be minimally impacted.

3. How will this change impact workplace safety during COVID-19?

Minimal impact. Deliveries are already occurring, this will just facilitate those activities.

4. Will this change bring additional staff or residents into your assigned county building?

- NO

5. Has this request been reviewed and approved by your Deputy County Manager or Executive Team member?

- YES

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DEPARTMENT

Public Health – 555 Cedar

1. Describe the service modification request.

Please including the reason for change

Proposed service expansion: Clinical Services Appointment Increases and Additional Evening Clinic Services.

1. To increase patient capacity in the Immunization Clinic during clinic days (Tuesday and Thursday) and resume Thursday late clinic hours.
2. Increase Clinic 555 services by shifting from 45-minute appointment spacing currently, to 30 minute appointment spacing. Add Thursday evening clinic.
3. Shift Vital Records evening hours from Tuesday to Thursday evenings

of Estimated Clients/Day:

1. To increase Immunization Clinic capacity from 11 to 22 patients per clinic day and resume late clinic hours from 4:00-7:00pm with an additional capacity to see 12 patients during late clinic hours.
2. Thursday evening Clinic 555 services will bring 8 additional client appointments with 2 providers. The shift from 45-minute appointments to 30-minute appointments will increase daily appointments by 8 clients per day, from 16 To 24 clients.
3. No increase in VR total clients with the shift from Tuesday to Thursday if services continue to be appointment based.

2. Who will be impacted by the change?

Consider the racial equity impacts for both service users and staff

Demonstration of Need:

1. Access for patients especially for children to receive childhood vaccinations. This increased capacity is needed as we anticipate school-aged children to return to school in the fall, with many being delayed on their current vaccine schedule due to COVID-19.
2. Clinic 555 decreased capacity in preparation and early implementation of NextGen EHRs. Now that staff is more familiar with the system, there is capacity to schedule more clients in shorter appointment slots as staff are more efficient.
3. Vital Records would like to return to Thursday evening hours which are well known evening hours.

Impact on Race Equity:

1. Our clinic serves a diverse population including those that may be uninsured/underinsured, immigrant/refugees and BIPOC.
2. Currently, 69% of Clinic 555 clients identify as something other than white, 92% fall 250% or below the federal poverty level (FPAR 2020.) Offering more appointment slots and an additional evening clinic allows Clinic 555 clients more options.
3. Vital records serves all RC residents through daytime and evening hours.

Impact on Community Partners:

1. By providing vaccinations to all age groups helps reduce any potential complications/hospitalizations and even death caused by a vaccine preventable disease, reduces community outbreaks and therefore decreases hospital/clinic costs and improves overall health and safety of individuals.

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2. More options to partners providing referrals.
3. Some community agencies expect that Thursday evening will be the norm post-COVID.

3. How will this change impact workplace safety during COVID-19?

Will continue to follow existing safety requirements as a health care facility. No additional measures will be needed.

4. Will this change bring additional staff or residents into your assigned county building?

- YES

5. Has this request been reviewed and approved by your Deputy County Manager or Executive Team member?

- YES

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DEPARTMENT

Public Health – WIC Clinics

1. Describe the service modification request.

Please including the reason for change

Increase WIC staff and clients physically present at WIC clinics:

- In late 2020, WIC prepared to re-open for in-person services and received approval for service modification and of Workplace 2.0 document in Aug 2020.
- Due to increase in COVID-19 rates, we decided to delay in-person services.
- Currently, WIC plans to circle back to the previous approval to provide in-person appointments. The target group will be 9-month old infants and their families starting Monday August 2, 2021.
- There are 2-4 staff currently working at a clinic and providing short interactions for material pick up. In August, in clinic staffing will increase to 2-6 per clinic.
- We will assess the flow and logistics throughout August to determine our capacity to safely extend services to include additional WIC categories (such as pregnant women, post-partum women, and children). In Aug, we anticipate 3-8 clients/day for each clinic. Total clients across all 6 clinics daily would be ~ 9-11.
- Individuals served by the WIC program (infants, children under 5 years old, pregnant women, and post-partum) are known groups at-risk of health and nutrition concerns including low Hgb. Prior to the pandemic we were aware and planning to address concerns of high rates of low Hgb in Ramsey County. The inability to serve families in person created a barrier to continuing this work. Nutrition education and screenings are crucial to addressing concerns.

2. Who will be impacted by the change?

Consider the racial equity impacts for both service users and staff

- Seeing clients in-person, which includes growth & Hemoglobin screening in addition to counseling, education and referrals, will positively impact families and clients. During this pandemic, we have received requests from families to come into our WIC spaces to have their child measured.
- This will allow the ability to screen clients and refer them to their medical provider to continue care.

3. How will this change impact workplace safety during COVID-19?

- Staff will continue to adhere to social distancing expectations with each other.
- All staff have been offered an opportunity to receive a COVID-19 vaccine.
- Appointments will be spaced at least 60 minutes apart to allow for adequate cleaning and support safety while working with clients. These appointments typically take 20-30 min to complete; therefore the 60 minutes adds a buffer.
- Staff will wear PPE- face covering + face shield (optional) - when completing client length/weight measurements and Hemoglobin screenings. Type of face covering (cloth or surgical mask) will be clarified before we re-open.
- WIC plans to adhere to workplace safety precautions outlined by CDC and Ramsey County

4. Will this change bring additional staff or residents into your assigned county building?

- YES

5. Has this request been reviewed and approved by your Deputy County Manager or Executive Team member?

- YES

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DEPARTMENT

Social Services – Adult Support

1. Describe the service modification request.

Please including the reason for change

Adult Support would like to resume face to face contact with clients in the community. The three teams under Adult Support are Adult Mental Health Targeted Case Management, Adult Protection, and Prepetition Screening. Throughout the pandemic, staff in Adult Protection and Adult Mental Health Case Management have provided some face to face contact. Face to face contact was provided when there was significant risk for client safety or clients requested face to face contact.

This limited the number of clients seen in the community. In addition, due to some clients being in facilities where there were visitor restrictions, Prepetition Screening did not have the opportunity to provide face to face contact. Prepetition Screening completed their assessments via telehealth.

Although telehealth has been beneficial in allowing more flexibility to engage with clients as well as support the safety and well-being of clients and staff, we believe that face to face contact allows for more thorough assessments and engagement in treatment planning. We are aware that waivers have been extended and would allow for continued service delivery through telehealth. However, telehealth gives a limited scope of a client's well-being. We want to ensure that we're able to effectively engage with clients and maintain the relationships that we have developed with clients as well as foster better rapport with clients who are interacting with us due to imminent safety concerns. We would only like to utilize telehealth when this is requested by a client and is clinically appropriate. Staff would follow the safety protocols for face to face contact outlined in the Workplace 2.0 plan.

2. Who will be impacted by the change?

Consider the racial equity impacts for both service users and staff

Clients and staff will be impacted by this change. There is still some hesitancy to complete face to face visits among staff as well as clients. There could be disparities in service delivery due to the accuracy of assessment of client needs.

3. How will this change impact workplace safety during COVID-19?

We do not anticipate this service delivery modification impacting workplace safety.

Currently, there are 25 staff and 4 supervisors in Adult Support. Prepetition Screening and Adult Protection staff are working remotely. There is one new hire in Prepetition who is coming in occasionally for training with the supervisor. There are 4 staff in Adult Mental Health Case Management who are in the office on a daily basis. Supervisors are in the office 1-3 times per week.

4. Will this change bring additional staff or residents into your assigned county building?

- NO

5. Has this request been reviewed and approved by your Deputy County Manager or Executive Team member?

- NO

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DEPARTMENT

Workforce Solutions – MPW Career Lab and Downtown Career Lab
Department Representative

1. Describe the service modification request.

Please including the reason for change

- Beginning Aug 1, Remove the requirement for appointment only for residents to increase access the career labs
- Keep appointments as an option on website
- Add “walk in” services available

2. Who will be impacted by the change?

Consider the racial equity impacts for both service users and staff

- This will increase access to the career labs for all job seekers
- This will increase ability to provide more walk-in services similar to pre-pandemic “universal customer” service delivery in other career lab settings such as state CareerForce and former county North Saint Paul lab

3. How will this change impact workplace safety during COVID-19?

- All county safety protocols will continue as

4. Will this change bring additional staff or residents into your assigned county building?

- YES

5. Has this request been reviewed and approved by your Deputy County Manager or Executive Team member?

- YES

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