

VIRTUAL



COMMUNITY

TOWN HALLS

Learn about
COVID-19 services
available from
the county.



Emergency Assistance & General Assistance

Monday, May 11, 2020

Disclaimers

- This Town Hall is being recorded.
- We are recording for documentation and language/translation purposes.
- We cannot get into specifics about client cases or discuss private and confidential information about residents we serve on this Town Hall.

Town Hall Agenda

- Housekeeping
- Opening Remarks
- Financial Assistance Services Overview
- Discussion with Community
- Closing & Next Steps

Virtual Town Hall Agreements

- Keep your phone and/or device on mute if you are not speaking.
- Listen actively -- respect others when they are talking.
- Speak from your own experience instead of generalizing ("I" instead of "they," "we," and "you").
- Do not be afraid to respectfully challenge one another by asking questions but refrain from personal attacks -- focus on ideas.
- Participate to the fullest of your ability -- community growth depends on the inclusion of every individual voice.
- The goal is not to agree -- it is to gain a deeper understanding.
- Step up and Step Back!

Town Hall Purpose & Expectations

- Share the resources and services that are available to those in need throughout Ramsey County.
 - Answer questions from the community about the resources and services provided thus far during the COVID-19 response.
 - Ramsey County will work to act on and be responsive to the needs and questions of community through action, follow-up, and updates on progress.
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Opening Remarks

Health & Wellness Service Team

Karen Saltis, Deputy County Manager

Ramsey County Vision

Vision

A vibrant community where all are valued and thrive.

Mission

A county of excellence working with you to enhance our quality of life



Strategic Priorities

1. **Inclusive, Effective and Meaningful Community Engagement**
2. Talent Attraction, Retention and Promotion
3. Expand Contract Opportunities for Diverse Businesses
4. **Advancing Racial and Health Equity in All Decision-Making**
5. Enhance the Continuum of Care for Youth
6. Stability Starts with a Place to Call Home
7. Comprehensive Economic Development to Build Prosperity
8. Accessible Service Delivery and Facilities
9. Enhance Data Sharing and Integration to Improve Decision-Making
10. Integrated Approach to Health and Justice
11. Effective and Efficient Operations that Put Residents First

Emergency Assistance & General Assistance

Tina Curry, Financial Assistance Services Director

Financial Assistance Services Department

- All Financial Assistance intake interviews, including Emergency Assistance, are taking place over the phone, rather than in-person.
- Department of Human Services has temporarily waived many program rules.
- If you are receiving financial assistance through Ramsey County, you may not need to reapply or renew benefits during this public health emergency. Most renewals have been suspended or extended for all programs. If you have any questions on what forms are due, call your worker or 651-266-4444 and they can assist you.

Financial Assistance Services

- Emergency Assistance and Emergency General Assistance: twelve-month rule is suspended, double issuances are being made and we have increased the issuance limits to resolve more emergencies.
- Residents can apply online at our Ramsey County website or by phone 651-266-4884.
- Forms can be emailed: fas.forms@ramseycounty.us

Community Discussion and Questions & Answers

Additional questions or comments for Financial Assistance Services

Contact:

Tina Curry

651-266-4365

tina.curry@ramseycounty.us

Or

racialequity@ramseycounty.us

Community Resources & Next Steps

County COVID-19 Resources

- **Ramsey County Community Website**
<https://www.ramseycounty.us/covid-19-info/community-resources>
- **Ramsey County assistance**
Customer Contact Center: 651-266-8500 (8 a.m. - 4:30 p.m.)

Financial Assistance - 651-266-4444

<https://www.ramseycounty.us/residents/assistance-support/assistance/financial-assistance>

Employment Assistance - 651-266-9890

<https://www.ramseycounty.us/residents/assistance-support/employment-assistance-0>

Housing Services & Support - for supportive housing info call 651-215-2262.

<https://www.ramseycounty.us/residents/assistance-support/assistance/housing-services-support>

Veterans Services - 651-266-2545

<https://www.ramseycounty.us/residents/assistance-support/assistance/veterans-assistance>

Domestic Abuse Resources - 24-hour crisis line 651-645-2824

<https://www.ramseycounty.us/residents/assistance-support/protection-crisis-resources/domestic-abuse>

Mental Health Resources

Adult Mental Health Crisis Line: 651-266-7900

Children's Mental Health Crisis Line: 651-266-7878

<https://www.ramseycounty.us/covid-19-info/community-resources/mental-health-resources>

Food Resources

Call the Minnesota Food Help Line - 888-711-1151 - connect to SNAP, WIC or other food resources. Interpreters are available.

<https://www.ramseycounty.us/covid-19-info/community-resources/food-resources>

Immigration - Legal Defense & Wrap Around Services

<https://www.ramseycounty.us/your-government/projects-initiatives/immigration-legal-defense-wrap-around-services>

Technology Help

Computer and Tech Help Appointments by Phone - Tuesdays and Thursdays, 12-2 p.m.

Call 651-724-6001 (press #2) to schedule your half-hour telephone appointment.

<https://www.rclreads.org/technology-help/>

Modified Library Service

Curbside pickup is available at the Maplewood, (651-724-6003, Press 3), Roseville (651-724-6001, Press 3) or Shoreview (651-724-6006, Press 3)

Home Delivery is available for some residents of suburban Ramsey County.

<https://www.rclreads.org/news/rcl-closed-faq/>

VIRTUAL COMMUNITY TOWN HALLS



Learn about
COVID-19 services
available from
the county.



Join county-hosted Zoom meetings for an
overview of COVID-19 services and to get your
questions answered.

Emergency Assistance
and Emergency General
Assistance benefits

Monday, May 11
4-5 p.m.

Crisis, mental health and
emotional services for
children and adults

Tuesday, May 12
4-5 p.m.

Veterans Services:
benefits, health care and
other assistance

Wednesday, May 13
4-5 p.m.

Public Health's
response and services

Thursday, May 14
4-5 p.m.

Community Corrections'
response and services

Monday, May 18
4-5 p.m.

Housing Stability's
response and services

Tuesday, May 19
4-5 p.m.



*A county of excellence working with
you to enhance our quality of life.*

Thank you!

Contact Information:
racialequity@ramseycounty.us