

Contractors & Providers Town Hall Notes

5/15/2020 9:30 – 10:30 a.m.

Participants: 42

Questions:

1. As we're planning on getting our DTH services rolling again, folks working in independent jobs, a lot of remote support, working towards DTH services running again, we realized that we have to do things in different ways, to support people safely as possible, we can only support 2 people at a time in the community. We need limited amount of exposure to each other. I have put out a statement to Michelle Sims yesterday, we will be in 1:2 ratio out in community. We hope county and RMS will support that.
 - Stephanie Alexander and Keith are redeployed to other areas. So, are you aware that Wa, and Bill are the new leaders? We can get some answers from our SSD leadership to you.
2. How have you all adjusted your services at this time? (Ramsey County asks)
 - (Community member answers) The only real redesign for us is having virtual meetings and not face to face meetings right now. It would be good for them to keep the case managers for them that they've been supporting. It depends on the person's assessed needs. As the redesign takes place, it would be helpful for the case managers to see what that redesign might look like just to be aware of it. I don't know about actual collaboration because a lot of what we're talking about redesigning services also has to do with the person's assess needs and so that's something that I think that the counties and DHS are going to have to figure out about if a person's assess need is that they need one before, but now the redesign is wanted to how is that going to look and I know that you can't answer that today, but it would be helpful to keep case managers with their clients. You know, in the loop of what your thoughts and plans are about how you're redesigning your services and also what the safety plans are.
 - You touched on communication with case managers and that is very important. It's important we work through this together.
3. As we have conversations with individuals in day program, individuals want to come back. And then when we talk to guardians, case managers and or residential providers, they are saying it's not safe for them to come back. They're still awful lot hesitant to allow people to come back. What is the county's role in this in sharing that people's rights are being able to be asserted and really making informed decisions versus decisions on fear? There are lots of fear out there as we don't know what the future will be.
 - I would like to be part of the conversation. We will follow the lead of DHS. As case managers, they broker that relationship and help with that informed choice and it's a different era. It is talking through the right questions. We'll have to modify those questions and be thoughtful about what questions we're asking.
 - As a contracted case management agency, one of our contract expectations is to participate in at least 2 Ramsey County approved events, emphasizing developing and maintaining effective relationships and with diverse Ramsey County residents in groups. Do you have a list of events that can be enjoyed virtually to meet this contract requirement during the pandemic?

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- We can work collaboratively with Sara, Racial and Health Equity Administrator to create those community engagement events in the era of COVID-19.
 - We don't have a list right now but can explore options.
4. When it comes to the cleaning standards, social distancing in these treatment housing facilities and the treatment programs, people are doing well, but not on the use of mask. I can't get people to wear masks because it's uncomfortable. What I am hoping is what's the current policy on using mask in treatment housing facilities? Could we be mandated to wear them? Could we be permitted to wear N95 masks? The agencies are saying they will do it when they are required, and I am getting ahead before anything severe happens.
- I will follow up with MDH and public health to get some responses. There is a statewide group for at risk populations so I will share you their contact.
 - Ramsey County should come out with some standards so that you can move that requirement forward in your work.
5. Meals on Wheels Comment
- We have instituted a no contact meal delivery operation so that Meals on Wheels volunteers and clients do not have any contact. More clients have been temporarily converted to weekly frozen meal delivery on possible to lessen the risk for our vulnerable older adult. For those who still need hot daily delivery this is still available because of more clients on weekly deliveries Meals on Wheels programs are utilizing volunteers and staff to make phone calls to check in with clients on days, they do not receive their meal delivery. Our consortium of M.O. meals on wheels and providers and Ramsey County have been meeting weekly to help facilitate these changes to make sure clients have volunteers stay safe while clients get the much-needed nutrition they need and can stay at home. We have seen an increase in demand of new clients and more clients record they cannot pay for meals due to the economic situation.
6. Are there county resources to share for residents that are being evicted?
- Start with financial assistance. If they have a case already then talk to their case manager.
 - We would like to know what type of case management (adult targeted, children's mental health or IDD) and the reason for eviction. People cannot be evicted for not paying rent from Governor's Order. There are some steps that we can coach case managers on how to move forward with that.
7. A lot of our individuals in services have been concerned that if they are receiving unemployment benefits that they will lose their MA. Does anyone have direct knowledge to answer this?
- They will look at unemployment payments for MA but they do not look at stimulus checks towards MA.
8. What is the biggest challenges you're having right now for you and your clients?
- Some of our biggest challenges are when clients have tested positive for COVID-19 and have to isolate, no one can use their EBT for them to purchase food. The second is there has been pulling back from psychiatry crisis, police did not want to go in to take them, it felt like a long time to go back and forth on that. We have the regular stuff down like food and basic needs but not the crisis.

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9. As the number of COVID-19 positives continue to climb in Minnesota, and more people are not able to work, but they will have more people who require hands on assistance may not be able to get it. What can we do then? But I asked this question because as case managers, it's our responsibility to come up with those backup plans for people as an agency that serves hundreds of people who have services in their homes like PCA that they cannot stay in their homes without PCA, and then what is the backup plan for that. I mean the backup plan might be going into a nursing facility which nobody can go into because they all have positive patients there or to be going into it because they don't have family members who can care for them, things like that. And so that's why I expressed the concern.
 - I think that's a good question for us to elevate to public health as well where they have the function of providing essential services in the event of quarantine, and then what is that what is that plan and that would be a good conversation for us to be happening with public health.
 - I'd also add the program. The program areas within Ramsey County to be having conversations with those program leaders regarding this. I mean, they must be thinking about that as well.

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From [Tracy Brown](#) to [Everyone](#):

Tracy A. Brown

From [Sara Hollie](#) to [Everyone](#):

Please put your name, agency and email here in the chat. Thanks

From [Rita Wiersma](#) to [Everyone](#):

Rita Wiersma—Accord. rwiersma@accord.org

From [Tracy Brown](#) to [Everyone](#):

Tracy A. Brown, Safety Gal Consulting, LLC, Child Passenger Safety Consultant & Instructor, Email: SafetyGal1@aol.com

From [Jordan Carlson-Premack](#) to [Everyone](#):

Jordan Carlson-Premack, Jewish Family Service of St. Paul, jcarlsonpremack@jfssp.org

From [Suzanne Luttrell-Levy](#) to [Everyone](#):

Suzie Luttrell-Levy Ramsey County

From [Ayana Shakir](#) to [Everyone](#):

Ayana Shakir, Shakir Consulting Services, ayana@shakirconsulting.org

From [Kim](#) to [Everyone](#):

Kim Prinsen, Lutheran Social Service kim.prinsen@lssmn.org

From [Chris Davies](#) to [Everyone](#):

Chris Davies - Kaposia, inc. - cdavies@kaposia.com

From [Heidi](#) to [Everyone](#):

Heidi Wiste, Children's Home & LSS

From [Sarah Shafer](#) to [Everyone](#):

Sarah Shafer, Fraser, sarah.shafer@fraser.org

From [Miya Lindh](#) to [Everyone](#):

Miya Lindh-Larson, NorthStar Behavioral Health mlindh@northstarbhmn.com

From [evaline](#) to [Everyone](#):

Eva Lin Eddy

From [Paige Sumera](#) to [Everyone](#):

Paige Sumera, Keystone Community Services

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From [nway.linn](#) to [Everyone](#):

Nway Linn, Amhest H Wilder, Nway.Linn@wilder.org

From [jgrothe](#) to [Everyone](#):

Julie Grothe, Guild Incorporated

From [evaline](#) to [Everyone](#):

Eva Lin Eddy, PD, Thomas Allen Inc.

From [denisewickiser](#) to [Everyone](#):

Denise Wickiser, Senior Services Consortium of Ramsey County

From [Paige Sumera](#) to [Everyone](#):

psumera@keystoneservices.org

From [Kate Nickolay](#) to [Everyone](#):

Kate Nickolay, Wilder Foundation, kate.nickolay@wilder.org

From [Jenna Childs](#) to [Everyone](#):

Jenna Childs, MSS (Midwest Special Services) jchilds@mssmn.org

From [denisewickiser](#) to [Everyone](#):

denise@mealsonwheels-rc.org

From [jgrothe](#) to [Everyone](#):

Julie Grothe, Guild Incorporated, jgrothe@guildincorporated.org

From [Jim Moore](#) to [Everyone](#):

Jim Moore - Partners In Recovery jmoore@partnersinrecovery.net 612-205-1303

From [canderson](#) to [Everyone](#):

Cheryl Anderson canderson@jfssp.org Jewish Family Service of St. Paul

From [Mainhia](#) to [Everyone](#):

Mai Nhia Lor, mainhial@hmong.org Hmong American partnership

From [evaline](#) to [Everyone](#):

Eva Lin Eddy Thomas Allen evaline@thomaasalleninc.com

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From raylward to Everyone: 05
Rich Aylward, Guild raylward@guildincorporated.org

From Mary to Everyone: 05
Mary Oo, Hmong American Partnership, maryoo@hmong.org

From Sara Hollie to Everyone: 05
What are your experiences through service redesign during this time?
Please enter your questions here.

From Nick Jensen to Everyone: 05
Nick Jensen, Hekima, nickj@hekimaccs.com

From Susan Ilig to Everyone: 05
By service redesign, do we mean adjusting services to the restrictions needed for Covid?

From Sara Hollie to Everyone: 05
Important to try to limit exposure as we do our work with community 1:2 ratio
Q: Will the county support the change in ratio during this time? - SSD Question
This is an opportunity to do follow-up---what happens to redesign services, etc

From jennifer.schuster-ja to Everyone: 05
Evaline has a question

From Sara Hollie to Everyone: 05
Evaline: No face to face meetings, virtual only. Keep case managers for people they are supporting in the loop for any redesign of services.

From Sara Hollie to Me: (Privately) 05
If people raise their hand let me know here, I can't see everyone and monitor the chat box

From Me to Sara Hollie: (Privately) 05
OK

From Sarah Shafer to Everyone: 05
As a contracted case management agency, one of our contract expectations is to participate in at least two Ramsey County approved events, emphasizing developing and maintaining effective relationships with diverse Ramsey County residents and groups. Do you have a list of Ramsey approved events that can be joined virtually to meet this contract requirement during the pandemic?

From Chris Davies to Everyone: 09:56 AM
We have been going through the same process that Rita described.

From Sara Hollie to Everyone: 09:57 AM
Develop a list of community events
Suggestions of what would be needed.

From denisewickiser to Everyone: 09:59 AM
Not a question, but an update: at Meals on Wheels, we have instituted a "no contact" meal delivery operation so that Meals on Wheels volunteers and clients do not have any contact. More clients have been temporarily converted to weekly frozen meal delivery (vs. daily hot meal delivery) when possible to lessen risk for our vulnerable older adults. For those who still need hot daily deliveries, this is still available. Because of more clients on weekly deliveries, Meals on Wheels programs are utilizing volunteers and staff to make phone calls to check in with clients on days they do not receive their meal delivery. Our Consortium of MOW providers in Ramsey County have been meeting weekly to help facilitate these changes to make sure clients and volunteers stay safe while clients get the much-needed nutrition they need and can stay at home. We have seen an increase in demand of new clients and also more clients who report they cannot pay for meals due to the economic situation.

From Sara Hollie to Everyone:
Treatment housing - requirements of masks?
Expectation v. Recommendations to wear masks in treatment programs, small groups, etc.
Could client facing be permitted to wear N95 masks.
Is there guidance on this: Amy Blair to follow-up

From Amy.Blair to Everyone:
I need to jump off for another meeting!
I will make sure to follow-up!

From Sara Hollie to Everyone:
A resource map for food resources coming soon
Any additional questions please ask them here.
Please share residents concerns

From canderson to Everyone:
Is there a county resource for case managers to go if a client is being evicted from their apt during COVID

From Sara Hollie to Everyone:
Housing and FAS would determine if assistance
651-266-4884,(FAS)
We need to know why they are being evicted.
What type of case management
Check on rent moratorium
Are clients with disabilities getting access to food and basic needs?

From Rita Wiersma to Everyone:
Same for Accord

From canderson to Everyone:
I also check in and ask about food. Having access to initiate having food delivered via Metro Mobility and local food shelf is a great service

From jgrothe to Everyone:
we are delivering groceries when needed. many are using instacart, etc.

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From dana.noffke to Everyone : What is the biggest challenge you/your clients have right now?	10
From Chris Davies to Everyone : If someone is receiving unemployment insurance are they at risk of loosing their MA?	10
From canderson to Everyone : People in their apts, getting antsy, not always having face to face services with providers.	10
From Sara Hollie to Everyone : They do look at unemployment benefits but not stimulus checks	10
From evaline to Everyone : I don't have a question, but I do have a concern as the number of covid position continue to climb in Minnesota and more people are not able to work that we will have people who require hands on assistance may not be able to get it--what can we do then?	10
From shellie to Everyone : stowe@neighb.org , neighborhood house, shellie rowe	10
From Sara Hollie to Everyone : Are there larger contingency plans for providers? Having a safety plan As case managers it is a requirement to come up with safety plans Example...PCA work in the future Public Health- How to provide essential services, and program areas	10
From Ayana Shakir to Everyone : Thank you	10
