Contractor & Provider Services Town Hall

Friday, May 15, 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

- Opening Remarks
- Health and Wellness Administration 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.
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. Residents First: Effective, Efficient, and Accessible Operations
2. Advancing Racial and Health Equity in All Decision-Making
3. Inclusive, Effective and Meaningful Community Engagement
4. Integrated Approach to Health, Wellness and Justice
5. Advancing a Holistic Approach to Strengthen Youth and Families
6. Comprehensive Economic Development to Build Prosperity
7. Stability Starts with a Place to Call Home
8. Talent Attraction, Retention and Promotion
Contractor and Provider Services & Response

Jennifer Schuster-Jaeger
Health and Wellness Services Administration Director
Health and Wellness Services Administration

• Provides a variety of support services to Financial Assistance and Social Services Departments
  – Accounting
  – Scanning
  – Contract Management
  – Planning
  – Program Evaluation
  – Information Technology

• Work in partnership to serve Ramsey County residents
Health and Wellness Services Administration

Key Contacts

Contract Administrator
Joe Freesmeier 651-266-4535
Planning Manager
Leigh Ann Ahmad 651-999-9116

Division Director
Jennifer Schuster Jaeger 651-266-4324
Community Discussion and Questions & Answers
Additional questions or comments for HWAD

Contact:
Jennifer
651-266-4324
Jennifer.schuster-jaeger@ramseycounty.us
Or
racialequity@ramseycounty.us
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
Coronavirus Disease 2019 (COVID-19) Information

County Services & Initiatives
Ramsey County government remains open and continues to provide services.

Service delivery information
Form drop-off and walk-in assistance sites
Justice system collaboration and response

Health Information
Information about symptoms, prevention and who to contact for health questions and assistance.

COVID-19 health information
Questions and help
Daily COVID-19 situation update dashboard
Materials, posters and videos
Cloth face coverings

Translated Materials
Materials are available in Spanish, Hmong, Karen and Somali.
Espanol
Hmoob
Karen
Soomaali

https://www.ramseycounty.us/covid-19-info/community-resources
County COVID-19 Customer Contact Center

(8:00 a.m. - 4:30 p.m. Monday - Friday)

651-266-8500

Ramsey County’s Customer Contact Center is a one-stop option for directing and resolving resident inquires via phone, email, social media and other means.

Ramsey County’s office phone lines are open during regular hours. If you receive a busy signal or message when calling it’s because of the heavy cell phone call volume in the Twin Cities metro area.

If possible, please try calling from a landline phone or a cell phone connected to another mobile carrier.
Community Resources

**Clinical Services** - 651-266-4444  
https://www.ramseycounty.us/residents/assistance-support/assistance/financial-assistance

**Family Health Nurse Home Visiting** - 651-266-1568  
https://www.ramseycounty.us/residents/health-medical/clinics-services/family-home-visiting

**WIC** – for an appointment 651-266-1300.  
https://www.ramseycounty.us/residents/assistance-support/support-families/wic-women-infants-and-children

**Child and Teen Check-Ups** - 651-266-2420  
https://www.ramseycounty.us/residents/health-medical/clinics-services/child-and-teen-checkups-ctc-program

**Domestic Abuse Resources** - 24-hour crisis line 651-645-2824  
https://www.ramseycounty.us/residents/assistance-support/protection-crisis-resources/domestic-abuse
Community Resources

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
**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**
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.
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.

Learn more: ramseycounty.us/covidtownhalls
Submit your questions to: racialequity@ramseycounty.us
Thank you!

Contact Information:
racialequity@ramseycounty.us