

VIRTUAL



COMMUNITY

TOWN HALLS

Learn about
COVID-19 services
available from
the county.



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.
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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. 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

Community Resources & Next Steps

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

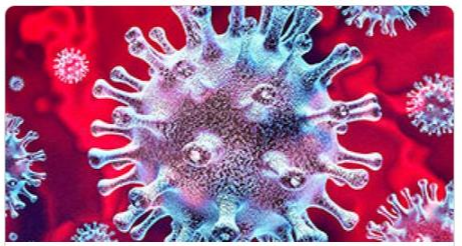
Coronavirus Disease 2019 (COVID-19) Information



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.

- [Español](#)
- [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 inquiries 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.

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>

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

<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/>

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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