Housing Stability Services and Response
Tuesday, May 19, 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
• Housing Stability 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
Housing Stability Services & Response

Max Holdhusen, Housing Stability Manager
Housing Stability - Ramsey Co.'s Role

Unsheltered

Sheltered

Supportive Housing

Subsidized Rental

Market Rate Rental

Home Ownership
Housing Stability- COVID 19 Response

- COVID Respite for residents experiencing homelessness
- Protective housing in hotels
- Increase sanitation and hygiene options for the unsheltered
- What’s next?
  - New Options for Unsheltered- State/City/County partnership
  - Pathways to Permanent Housing
Additional questions or comments for Housing Stability

Contact:
Max Holdhusen
651-431-8199
Max.holdhusen@ramseycounty.us
Or
racialequity@ramseycounty.us
Community Discussion and Questions & Answers
Community Resources & Next Steps
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 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

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

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/](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.

Thank you!

Contact Information:
racialequity@ramseycounty.us