

VIRTUAL



COMMUNITY

TOWN HALLS

Learn about  
COVID-19 services  
available from  
the county.



Public Health's Response & Services

Thursday, May 14, 2020

# Agenda

- HWST Overview
- Public Health Overview
- Discussion with Community
- Closing & Next Steps

## 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.

## 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

# Public Health Services and Response

*Kathy Hedin, Public Health Director*

## Public Health Response to COVID-19

- Public Health Department COVID Response
- Current Situation in Ramsey County (data)
- <https://data.ramseycounty.us/stories/s/Situation-Report-Dashboard-2020-COVID-19/w4ux-wmze/>



**Ramsey County  
COVID-19 Situation Update**

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## Public Health Response

- Prevent the spread of disease.
- Protect against environmental hazards.
- Prevent injuries.
- Promote and encourage healthy behaviors.
- Plan and respond to health emergencies.
- Ensure the quality and accessibility of health services.

## Public Health Services

- Family Home Visiting
- Clinic 555 and Sexual Health Services
- Women, Infants and Children (WIC)
- Environmental Health
- Health Protection
- Healthy Communities
  - Community Engagement
  - Mental Health Well-being
- Administration

## Additional questions or comments for Public Health

Contact:

Kathy Hedin

651-266-2461

[Kathy.hedin@ramseycounty.us](mailto:Kathy.hedin@ramseycounty.us)

Or

[racialequity@ramseycounty.us](mailto:racialequity@ramseycounty.us)

# **Community Discussion and Questions & Answers**

## Additional questions or comments for Public Health

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Kathy Hedin

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# Community Resources & Next Steps

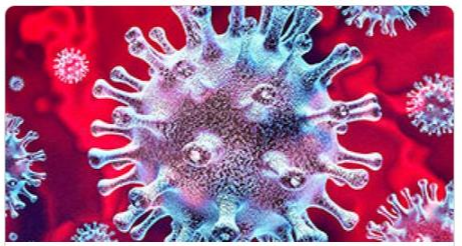
# Coronavirus Disease 2019 (COVID-19) Information



**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.

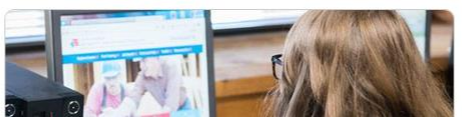
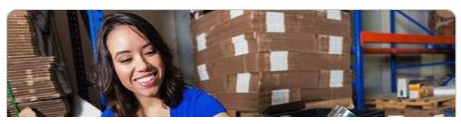
- [COVID-19 health information](#)
- [Questions and help](#)
- [Daily COVID-19 situation update dashboard](#)
- [Materials, posters and videos](#)
- [Cloth face coverings](#)



**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 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>

**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](mailto:racialequity@ramseycounty.us)