

Public Health Response & Services Town Hall Notes
5/14/2020, 4 – 5 p.m.

Participants: 91

Questions

1. What if you don't have healthcare coverage, can you still get tested?
 - We have a list that we have in place for all of the federally qualified health centers in Ramsey County and those are all the sites that are able to provide services, regardless of individuals insurance status and then I updated that for specifically how they're handling seeing patients and registering new patients for COVID-19 as well. Will share this list with Sara. The federally qualified centers are Minnesota Community Care, United Family Medicine and Open Cities.

2. Can you talk a bit more about how you are responding to and being proactive on the disproportionate number of cases in minority communities? I know it's a challenge everywhere, not just in Minnesota, but around the country. Can you talk about what Ramsey County is doing, please?
 - Early on when we weren't even seeing racial data, it was my role to push the Commissioner and ask tough questions of our state Commissioner and have conversations about how we can get that data, can you please put it out there. And it got put out there. And then after that it's hey we're learning, there's increased testing for this population, but not this population. My job at that space is to continue to advocate for why we not have tests, specifically in our African American communities specifically in American Indian communities. We have communities of color who have high rates of chronic diseases, which means it's an underlying condition and causing people to be at higher risk for having complications with COVID-19. It's my role to push at that level, to make sure that expanded testing gets into multiple communities. I'll add to it that from the get-go. We wanted to be proactive. We worked a lot with our community partners, our relationships to really leverage.
 - The communication aspect during these times, it was challenging because typically we would pull groups together, have meetings and talk but we use a lot of virtual methods so radio, PSA, TV ads, phone conferencing methods to try to be able to get in front of people and share the our messaging of being safe with the social distancing and then to try to address any questions, obviously, as things evolve, we were able to respond quicker. But in the beginning, it was a lot of uncertainty and people a lot of fears.
 - We have an equity advisory committee of 15 community members to focus on the unmet needs of racial, ethnic and cultural communities.

3. Is there financial support for families who don't have a job right now due to being sick?
 - That's our financial assistance department with Tina Curry and we had a town hall with her on Monday.
 - 651-266-8500

4. Have there been any services resources provided to residents within our community to help with technology gaps to be able to access. Many of the services that are being provided via telemedicine services.
 - We understand there's a digital gap and we that people need resources and with the Governor's order now of being able to have 10 or less people in spaces that allows us to

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- make some adaptations to our services to allow access to that technology. So, we are as a system working to be able to provide that access, public health, you know, provides the public health guidance to that. But we have to rely on some of our other department partners to be able to help create the infrastructure for that.
5. Can we get more PPE -personal protective equipment - to Community Health Clinics senior housing long term care facilities and then specifically things like gloves face shields goggles and hair coverings?
 - There was a shortage in the beginning with all the orders. We have places that need to have PPE on a daily basis and so that is our first priority of making sure that Our staff were providing care to individuals as well as those individuals in those spaces have the protection that they need is you know and as what you're hearing about long term care centers. That once you have an outbreak within those centers that can be difficult to slow that spread of outbreaks.
 - Ramsey County will be supporting communities and doing our own mask drive and distribution on very soon, with the help of the racial equity and community engagement response team, so that information will be coming soon, and will be partnering with public health and service teams to get that information out. The City of St. Paul has done a phenomenal job of doing that partnering with the fire stations and other agencies to collect and distribute masks.
 6. If someone has a condition that puts them into a higher risk group and they're in an appeals process and may not qualify for unemployment, is there anything that could help support them?
 - That is a financial assistance question. Please call 651-266-8500.
 7. Do you have lists of who was tested positive and what contact tracing was done to prevent further community spread?
 - We are working with the state health department on case investigation and contact racing right now. We utilize a database that the state manages which does give us some information about cases in our community. And that's how we're able to connect with them. They share information about essential services that they may want and also potentially provide them with a letter for their employer that lets them know that that individual will not be working until they pass their time at home. It's kept confidential.
 - In terms of contact tracing, we've only slowly started to take on contact tracing, but we recognize that it's a really important component of this response if we aren't able to get those contacts, who are exposed to stay at home then we're not going to be able to reduce the spread of covid-19.
 8. What types of avenues have been used or are being considered in order to connect with various cultural groups to keep people updated who lack technology. And I would add on to here seniors, because I think it's a similar question.

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- For Karen community, they are new to technology, they have family or friends, they know how to call. If they see something posted, through their work, they can spread it to their friends through phone.
 - For elderly, we are working with elder centers, church leaders, nonprofit organizations. We send out weekly newsletter, farmer's market, getting information out. Hmong American Partnership, Hmong 18 Council, to stay in contact with community members. We connect with telephones because a lot of people have this, so we have news phone conferencing.
 - We've got actually three teams doing community outreach and each team has a slightly different focus. And so, we've got one team that's focusing on Hmong and Karen communities. We've got another team is focusing on East African and Latino communities and we've got another team that's focusing on existing partnerships with our violence prevention work, our public housing work, our seniors and aging work. So, and then we've also been doing some outreach to the district councils in St. Paul, so they can talk to. They can make requests of us; they can tell us what's happening in their particular neighborhoods.
9. This is from a woman named June asking for the Native American community and she says she would like more information on the tracing which I'm guessing are the contact investigations going on and how those are working. She's saying that she knows some community members within the Native American communities are concerned about the process because of historical trauma and then she had a follow up question to that which was asking if someone can explain the exact steps that occur for contact investigations and she's asking for the full scope of this actually from the initial test that's given to a person who's diagnosed from from the initial test to the person being diagnosed free of COVID-19. So, I'm guessing that somebody who must have tested positive and then how the contact tracing occurs with all the contacts, all the way through until the person is finally okay.
- So COVID-19 is a reportable disease. So when any lab gets the specimen that test positive for this particular virus that lab specimen is shared with the State Department of Health and then for the past few months, the state has taken the lead and they have been calling individuals who had that positive test results. And they are not the first person to share that information with the patient. The doctor gives the person their diagnosis, but then it's the responsibility of public health. They follow up with that individual to share what the criteria are for isolation during what we believe the infectious period to be for a COVID-19 is so we do ask that individual about when their symptoms started. We believe that people may be able to spread the virus within days prior to any having any symptoms. So we collect that information and then we also recommend that they stay home until those symptoms have resolved so we're talking 10 days out from the symptom onset and we also want to make sure that that person is free of fever for at least three days and that they can't use any Tylenol or fever, reducing medications in order to feel comfortable that they can leave their home and go out and be with their friends and family and community. So we share that information with them. We also tell them what kinds of services we can provide for them; we can you know assess. Are they able to get groceries, can they get their medication, you know, how can we help them stay at home and resolve and recover from the virus? We do ask them to share information about contacts who they may have been with while they were infectious. We ask them to inform their households of their condition and then if we determine that they were working while they were sick, we would ask them to share

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information about their work site or their school or if they had a prolonged contact with someone outside of their household while they were sick, we would ask them for that information. They are not obligated to share that with us. It's not something that we can't make people share but we do encourage them to share just because we know it is such a highly transmissible so if we can share with their contacts that you were exposed to someone who had this condition we encourage you to get tested. We believe we're supporting those contacts in staying healthy themselves.

10. How do you target which culturally specific groups you are willing to partner with in the African American community?

- We're willing to partner with everyone. But part of it has to do with data, we can see by looking at how sick people are, unfortunately, who needs special attention and who needs that priority when we look. We've done health equity data analysis both our family health work within our healthy community's work and we've specifically focused on racism to get an understanding of who is not doing well from a health perspective in our community. And that allows us, and as well as having conversations and having community, a part of that data and a part of that conversation to create those reports. That helps us determine how to prioritize. If you were to ask that question seven years ago, I could not have answered it that way. We're getting better.

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From Kathy H to Everyone:

anyone know the phone code to mute an unmute/
?

From karen Nikolai to Everyone:

No, sorry.

<https://support.zoom.us/hc/en-us/articles/203435537-Mute-All-And-Unmute-All>

From Grace.Matavo to Everyone:

Grace Matavo- HWAD- Ramsey County

From Tara to Everyone:

Tara Swaby from Minnesota Community Care

From Pj Doyle to Everyone:

Pj Doyle pj.doyle@redcross.org

From Gail Moerke to Everyone:

Gail Moerke, Ramsey County Community Corrections.

From Claire to Everyone:

Claire Beise- Head Start- cbeise@caprw.org

From Lucy Zanders to Everyone:

Lucy Zanders, Theresa Living

From karen Nikolai to Everyone:

Karen Nikolai, St. Paul resident

From Dana Janowiak to Everyone:

Dana Janowiak, Public Health Nurse, Saint Paul-Ramsey County Public Health

From Filsan.Ibrahim to Everyone:

Filsan Ibrahim- Ramsey County EH Filsan.ibrahim@co.ramsey.mn.us

From ann tranvik to Everyone:

Ann.tranvik@co.ramsey.mn.us

From Jean to Everyone:

Jean lee > childrenshopeinternational@hotmail.com

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From [PaHoua - SOS Sexual Violence Services](#) to [Everyone](#):
PaHoua Vang, SOS Sexual Violence Services, SPRCPH

From [Mary](#) to [Everyone](#):
Mary Hernandez, Ramsey County Public Health, Family Home Visiting

From [Carissa Glatt](#) to [Everyone](#):
Carissa Glatt, Saint Paul - Ramsey County Public Health

From [Kate Nickolay](#) to [Everyone](#):
Kate Nickolay, Targeted Case Management Supervisor, Wilder Foundation

From [Anna Dolde](#) to [Everyone](#):
Anna Dolde, Neighborhood House, adolde@neighb.org

From [phiengtavanh.savatdy](#) to [Everyone](#):
Phiengtavanh.Savatdy@co.ramsey.mn.us , Support Staff for Family Health

From [Mary Boyd](#) to [Everyone](#):
Mary K. Boyd mkbassocinc@aol.com

From [nancy lee](#) to [Everyone](#):
nancy.lee@co.ramsey.mn.us

From [gina.pistulka](#) to [Everyone](#):
Gina Pistulka, Saint Paul-Ramsey County Public Health

From [karen Nikolai](#) to [Everyone](#):
oops. Karen Nikolai of St. Paul krnikolai@gmail.com

From [Allison Thrash](#) to [Everyone](#):
Allison Thrash - Hennepin County Public Health staffer and Ramsey County resident: allison.thrash@hennepin.us

From [GM Nichols](#) to [Everyone](#):
Eugene Nichols, Open Cities Health Center

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From [Kaying Vang-Lor](#) to [Everyone](#):

Hello everyone! Thanks for joining us!

From [Emily Cheesebrow](#) to [Everyone](#):

Emily Cheesebrow Thies and Talle Management Resident Support ECheesebrow@thiestalle.com

From [Julia Wolfe](#) to [Everyone](#):

Julia Wolfe, SPRCPH

From [Lynae's iPhone](#) to [Everyone](#):

Lynae Hockett EGC WFS Ramsey County

From [Lucy Zanders](#) to [Everyone](#):

Lucy Zanders, Theresa Living Center, Housing Service Provider

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

Abby Roza, Ramsey County Corrections, abby.roza@co.ramsey.mn.us

From [maita.lee](#) to [Everyone](#):

Maita Lee, SPRCPH

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

Miraf Melaku, MNsure Navigator from Health Access MN. info@healthaccess.mn

From [Javi Monardez](#) to [Everyone](#):

Javiera Monardez Popelka, Between Us Program Hennepin Healthcare System

From [Duane.Thao-Her](#) to [Everyone](#):

Mala Thao-Her, PHN, Ramsey County Public Health, Family Health

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

Samien Newcomb Public Health Nurse, SPRCPH

From [laura.andersen](#) to [Everyone](#):

Laura Andersen, Saint Paul Ramsey County Public Health (laura.andersen@ramsey.mn.us)

From [Maggie Mathison](#) to [Everyone](#):

Maggie Mathison, PHN St. Paul Ramsey County Public Health (Family Health) Margaret.mathison@co.ramsey.mn.us

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

June Blue

From [Kathi Blomquist](#) to [Everyone](#):

Kathi Blomquist, Public Health Nurse supervisor, St Paul-Ramsey County Public Health/Family Health

From [Pedro Bustamante](#) to [Everyone](#):

Pedro Bustamante YMCA School Success pedro.bustamante@ymcamn.org

From [Mai Kao X.](#) to [Everyone](#):

Mai Kao Xiong, PHN Family Health

From [Meghan.Johnson](#) to [Everyone](#):

Meghan Johnson, SPRCPH - WIC

From [Sharon Cross](#) to [Everyone](#):

Sharon.cross@co.ramsey.mn.us

From [December Brakefield](#) to [Everyone](#):

December Brakefield Ramsey County -C & TC

From [Greta Huff](#) to [Everyone](#):

Greta Huff, Resident & Family Coach with Neighborhood House ghuff@neighb.org

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

Kim Klose, SPRCPH - Healthy Communities

From [Kathy Filbert](#) to [Everyone](#):

Kathy Filbert, Family Health Division Manager

From [josephine.ochi](#) to [Everyone](#):

Josephine Ochi

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

June Blue Cultural Broker w/M Health Fairview @ American Indian Family Center

From [Douangta Vang-Sitcler](#) to [Everyone](#):

Douangta Vang-Sitcler, PHN Family Health SPRCDPH

From [zong.xiong](#) to [Everyone](#):

Zong Xiong, Public Health Nurse with SPRC

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From [jocelyn.ancheta](#) to Everyone:
jocelyn.ancheta@ramseycounty.us

From [kathy.duffy](#) to Everyone:
Kathy Duffy WIC Manager

From [Jean](#) to Everyone:
S. Lun, R&R Family Ctrs w/ Jean Lee. rrfamilyctr@hotmail.com

From [Nicki](#) to Everyone:
Nicki Hanson with Ramsey County Workforce Solutions (MFIP)- E-mail: Nicolette.Hanson@co.ramsey.mn.us

From [valeesha.halmon](#) to Everyone:
Valeesha Halmon, SPRCPH WIC

From [Rich...](#) to Everyone:
Richard, McLemore Holdings, LLC - Ramsey County Contractor

From [Thomas Berry](#) to Everyone:
What if you don't have healthcare coverage, can you still get tested?

From [Kaying Vang-Lor](#) to Everyone:
Kaying Vang-Lor/Family Health PHN Clinician

From [Ramsey's iPad](#) to Everyone:
Darleen Simmons SPRCPH Healthy Communities

From [Kathy H](#) to Everyone:
That's what happens when they let me talk first.

From [Sara Hollie](#) to Everyone:
FH is doing virtual home visiting
Clinical Services - Task to prevent the spread of clinical services

From [laura.andersen](#) to Everyone:
More information about the Medical Reserve Corps can be found here: <https://www.ramseycounty.us/your-government/volunteer/emergency-response/medical-reserve-corps>

From [Nicki](#) to Everyone:
Healthy Communities-- have there been any services/resources provided to residents within our community to help with the technology gap to be able to access many of the services that are being provided via telemedicine/services? Thank you in advance

From [Kathy H](#) to Everyone:
Workforce solutions along with Libraries is working on a plan to reduce the digital gap that is happening now.

From [Nicki](#) to Everyone:
That's wonderful- thank you for sharing. It's interesting that this hasn't been shared directly with Workforce Solutions staff, as I work for this department and this information hasn't been shared. Thank you so much!

From [Sara Hollie](#) to Everyone:
Q: Dr. Ogawa will share the list of FQHS

From [Kathy H](#) to Everyone:
It was shared when Ling Becker reported to the board. I'm sure more to come.

From [Sara Hollie](#) to Everyone:
Open Cities
MN Community Care
to name a few

From [Nicki](#) to Everyone:
Perfect! I bet that it will-- thank you so much! I really appreciate it!

From [Mary Xiong](#) to Everyone:
Are there financial support for families who don't have job right now due to being sick? - Mary, Ramsey County Resident

From [Jean](#) to Everyone:
Can you get more PPE to community, health clinics, senior housing/Long Term facilities like gloves, face shields or goggles, hair coverings?

From [Emily Cheesebrow](#) to Everyone:
to add on to the question by Mary if someone has a condition that puts them in a higher risk group and they are in an appeals process and may not qualify for unemployment is there anything to help support them?

From [Sara Hollie](#) to Everyone:
Here is a list of Federally Qualified Health Centers in Ramsey County. These are clinics that provide services regardless of insurance status. Each has a sliding scale and payment program for anyone uninsured based on reported income.

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MINNESOTA COMMUNITY CARE (formerly Westside Community Health Services)
You may make an appointment by calling for listed below:

East Side Family Clinic - (651) 602-7500

Open for Essential Care & Respiratory Illness

If you are experiencing severe respiratory symptoms, please proceed to your nearest emergency room.
Address: 895 East 7th Street St. Paul, MN 55106

Hours: Monday – Saturday: 8AM – 12PM Essential Services, 1PM – 5PM Respiratory Care

Services Include: Essential Services, Suspected COVID-19 symptoms and associated testing; Other respiratory illness suspected; Drive up lab and pharmacy services. All care will be given while in your car.

La Clinica - (651) 602-7500

Open for Essential Services.

Address: 153 Cesar Chavez Street St. Paul, MN 55107

Hours: Monday thr

From Jean to Everyone:

Do you have lists of who was tested positive and what contact tracing was done to prevent further community spread?

From Kaying Vang-Lor to Everyone:

There are also resources available through the Sheriff's Office called Sheriff's COVID "Help Team" @ <https://www.ramseycounty.us/your-government/leadership/sheriffs-office/about-sheriffs-office/sheriffs-covid-help-team>. Also, Ramsey County has a Customer Contact Center at <https://www.ramseycounty.us/covid-19-info/health-information/questions-help-covid-19>.

From Sara Hollie to Everyone:

651-266-8500 for financial services

From June to Everyone:

i would like more information on the tracers. I know some community members within Native American communities are concerned in the process in regards to historical trauma.

From Sara Hollie to Everyone:

It's important to know how to wear and take care of the mask

Materials in multiple languages

From laura.andersen to Everyone:

Jean, if you are work at a long-term care facility, please be in touch with our Metro Healthcare Coalition. There is a good process for requesting PPE for those LTC/SNF facilities: <https://redcap.health.state.mn.us/redcap/surveys/?s=LXR9JIMRYEJ>

From PaHoua - SOS Sexual Violence Services to Everyone:

FYI – Relevant to the conversation, there's a webinar with Ibram X Kendi on "Racial Equity During and After the COVID-19 Pandemic" Thurs, May 21, 1:30-3:30pm - <https://bit.ly/2TaN6Sr>

From Dana Janowiak to Everyone:

I'd like to plug our Healthy Homes Program, which serves families in Ramsey County who have a child under 18 years of age who has asthma. The program provides families with a visit with a Public Health Nurse and an Environmental Specialist to provide asthma education and free products to reduce asthma triggers in the home. People with asthma can be at high risk for COVID-19 complications. We are conducting virtual visits with a product drop off using social distancing. You can learn more here: <https://www.ramseycounty.us/residents/health-medical/healthy-homes/asthma>

From Kim.Klose to Everyone:

materials, posters and videos available in multiple languages: <https://www.ramseycounty.us/covid-19-info/health-information/materials-posters-videos>

From Kathy H to Everyone:

Great plug, Dana.

From Sara Hollie to Everyone:

Working with State on contact tracing
to help with essentials services, work letter, and other support.

From Emily Cheesebrow to Everyone:

what types of avenues have been used or are being considered to connect with various cultural groups to keep people updated who are lacking in technology ?

From June to Everyone:

please explain exact steps for contact tracing. Ex: from initial test to person being diagnosed free of COVID19

From jocelynancheta to Everyone:

Outreach team has also created 1/2 page bag stuffers about masks use.

From Thomas Berry to Everyone:

How do you target what culturally specific groups you are willing to partner with within the African American Community?

From Sara Hollie to Everyone:

List of Clinics Providing Service Regardless of Insurance Status

Here is a list of Federally Qualified Health Centers in Ramsey County. These are clinics that provide services regardless of insurance status. Each has a sliding scale and payment program for anyone uninsured based on reported income.

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Services Include: Essential Services, Suspected COVID-19 symptoms and associated testing; Other respiratory illness suspected; Drive up lab and pharmacy services. All care will be given while in your car.

La Clinica - (651) 602-7500

Open for Essential Services.

Address: 153 Cesar Chavez Street St. Paul, MN 55107

Hours: Monday thr

From Sara Hollie to Everyone:

Downtown Clinic - 651.793.2219

Open for Essential Services

Address: 438 Dorothy Day Pl St Paul, MN 55102

Hours: M-F, Walkup Appointments: 9 AM – 11:30 AM, 1:30 PM to 4 PM. Open to Calls: 8:30 AM – 4:30 PM.

Services Include: Same day care for respiratory illness; COVID-19 Screening and Testing; Same day care for injury or other illness; Birth control or other sexual health appointments; Substance Use Disorder; Behavioral health or psychiatric medication appointments; Medication management

Dental Operations are Temporarily Suspended until further notice. Emergency services are still available to current patients, call 651-602-7500.

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OPEN CITIES HEALTH CENTER

You can make an appointment at one of their 2 clinics by calling

Call: (651)290-9202 (English) • (651)290-9204 (Hmong) • (651)290-9230 (Spanish)

Address: 409 North Dunlap, St. Paul, MN 55104

Hours

Monday, Wednesday, Friday: 8 a.m. – 5 p.m.

Address: 916 Rice Street, St. Paul, MN 55117

Medical Hours: Monday & Wednesday : 8 a.m. – 5 p.m.

UNITED FAMILY MEDICINE

Please call for an appointment, 651-241-1000. No walk-in patients at this time.

At United Family Medicine we remain committed to our community during the COVID-19 pandemic.

Our clinical teams are available Monday-Friday, 9 am – 5 pm to assist with your acute care needs.

To talk about which appointment is best for you, call us at 651-241-1000.

We offer:

- In person visits
- E-visits
- Phone visits

Our dental clinic is closed until further notice. We plan to reopen our dental clinic by May 2020.

If you would like to talk to your doctor about your personal health situation, please call 651-241-1000.

From Sara Hollie to Everyone:

Information on how tracers are engaging with community

From Sara Hollie to Everyone: Information on how tracers are engaging with community	04:5
From Ludoh.moo to Everyone: I notices 3 kinds of people in my community, 1) serious about covid 19, 2) they care about and understand covid 19 but b/c of other concerns, they still go out about, 3) those that don't care at all. How can we reach that 3rd group to be participate?	04:5
From Sara Hollie to Everyone: It was important for RC to be part of the contact tracing for this very reason	04:5
From GM Nichols to Everyone: Open Cities Health Center, 409 Dunlap St., call 651.251.5967. Health Insurance, and or Sliding Fee Program. No charges will be billed to the patient for Covid-19 services	04:5
From Kathy H to Everyone: Thanks for the great questions everyone. Hop on over to the City of Saint Paul's Asian American Pacific Islander dialogue that is currently happening until 6 pm.	05:0
From Ludoh.moo to Everyone: Thank you all very much.	05:0
From Javi Monardez to Everyone: thanks everyone!	05:0
From Filsan.Ibrahim to Everyone: Thank you, everyone!	05:0
From Jean to Everyone: Thanks to everyone, Great information!	05:0