

VIRTUAL



COMMUNITY

TOWN HALLS

Learn about
COVID-19 services
available from
the county.



Child Support Services

Tuesday, August 25, 2020

Sponsored by the Ramsey County Racial Equity Community
Engagement and Response Team (RECERT)

Disclaimers

- This Town Hall is being recorded.
- We are recording for documentation and language/translation purposes. The recording will be available on our website.
- We cannot get into specifics about client cases or discuss private and confidential information about residents we serve on this Town Hall.
- Please turn cameras off to save on bandwidth

Town Hall Agenda

- Housekeeping
- Opening Remarks
- Child Support Background
- Systemic Change
- COVID-19 Response
- Discussion with Community
- Closing & Next Steps

Virtual Introductions

- For attendance purposes and for follow-up, please put the following in the chat box
 - Name
 - Organization you represent if you're representing an organization
 - E-mail address so we can send you a copy of this presentation and link to website where this recording will be available (optional)

Virtual Town Hall Agreements

- Keep your phone and/or device on mute if you are not speaking.
- Turn off camera during the presentation to prevent freezing and slowing down Zoom bandwidth
- 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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Racial Equity and Community Engagement Response Team (RECERT)

- Convened in April 2020 to ensure racial equity and community engagement are addressed during COVID-19 response
- Helps inform the county's response and provide critical links between county operations and the residents we serve
- Co-led by Prince Corbett and Sara Hollie with support of 8 part-time or less Ramsey County staff
- Not a formal department but reports to County Manager

Opening Remarks
Office of the Ramsey County Attorney
Child Support Services

John Choi, County Attorney

Child Support Services & Response

Trish Skophammer, Director, Child Support Services

Office of the Ramsey County Attorney
Child Support Services

How it used to be

- Public assistant reimbursement
- Child support based on AFDC grant or estimates
- Large past support debts
- Hard to reach worker
- Lost your job? Go to court

What's different

- More money to families
- Automatic income withholding
- Child support based on ability to pay, actual earnings
- Focus on customer service
- Ability to write off some debt

Office of the Ramsey County Attorney
Child Support Services

Initiatives

- We're partnering with community based programs
- We're diversifying staff
- We've added roles to focus on outreach, racial disparities, improving policies to better serve families
- We're working to be more responsive when circumstances change for families
- We want to reduce stress for families in the child support system



Office of the Ramsey County Attorney
Child Support Services

COVID-19 Response

- Keep people safe and healthy!
- Office closed for walk-ins, services by phone, email, future: texting
- Genetic testing options
- Driver's license suspension, credit reporting on hold
- Drop box, other ways to pay
- Stimulus payments
- Court by phone



Contact

Trish Skophammer, Director

651-266-3200

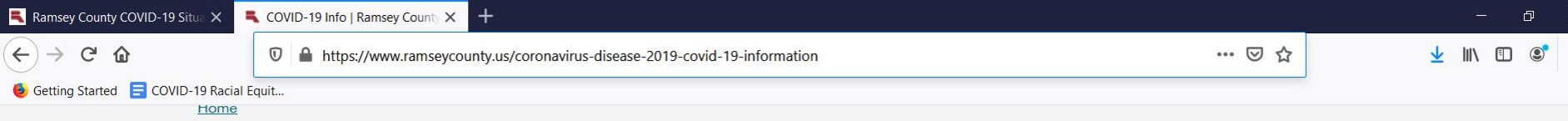
651-261-6327 (cell)

ChildSupportServices@ramseycounty.us

Community Discussion and Questions & Answers

(Please put your questions in the chat box)

Community Resources & Next Steps



Coronavirus Disease 2019 (COVID-19) Information



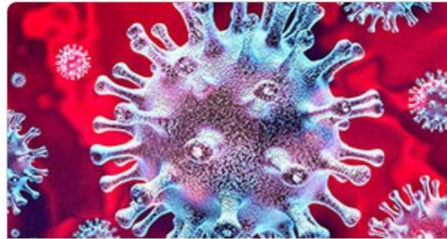
County Services & Initiatives

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.

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/>



*A county of excellence working with
you to enhance our quality of life.*

Thank you!

Contact Information:
racialequity@ramseycounty.us