Participants: 77 Questions:

- 1. What is taking so long, longer than 2 months to get a case worker?
 - It'd be helpful to know what type of case management if it's mental health case management, child protection case management, disability case management? One of the things we are finding and beginning to have the discussion is do we need to wait to determine if the family is eligible before we start to provide services. Historically, that's what Ramsey County has done. We're looking at some of the work that Dakota County is doing, and they start eligibility immediately regardless of income eligibility of the child and family. We're finding out that it takes time. Once a family or child wants to start services what we find is we wait for the financial eligibility and it takes time. Working on this.
 - We will follow up on this one and will find out if that's one that we're doing inside Ramsey County or it it's one that's being done with one of our partner agencies.
- 2. Is the walk-in crisis center and University still open?
 - Yes, 1919 is open and we are seeing clients there.
- 3. How do we help loved ones get connected to mental health services especially those who may be homeless or in shelter?
 - What is the best way for us to make this information as widespread as possible? We will publish this anywhere. How do people hear about us? How do people get referrals?
 - In children's mental health services, we have a program called Project Assist and our primary function is to do diagnostic assessments with kids. Most of our referrals come from in house already from child protection, perhaps juvenile probation. There are referrals from schools as well. That number has fluctuated over the years. We also get referrals from other families in the community at times when they'll call and they're looking for services. We also get referrals with our program from our colleagues with the crisis program.
- 4. If people aren't comfortable calling the crisis line, are their options to text the mental health line?
 - The text number is 741741.
- 5. How are the hotline numbers getting out to those families such as multigenerational families such as seniors living in middle age family with mental health illness? A lot of people don't know where to go or what to do.
 - It's the same struggle across the whole county- we look to our partners in the county who are also providing many of these services whether it's adult or children's case management. There are probably at least 12 providers in the community who do adult targeted case management or mental health case management and there's probably 8-10 providers who do work with children. They all have the same information available to them. Where do we bring this information? How do we get where are people still going? People are going out to grocery stories, is that where we should get this out to community?
- 6. Working with low income families we see an increase in the amount of kids being diagnosed with autism and other behavior considering that homeschooling has been in place for over a month, what support is being provided to parents and children diagnosed with such conditions?

- Children's mental health case management has been the primary source of services for families. Regarding Project Assist, we have a list of resources that we often will provide for families. If there is suspicion of a diagnosis or mental health needs that perhaps is beyond what we can do, we make referrals to agencies in the community to best serve the family. There are some variables associated with that process regarding insurance coverage, availability on wait lists etc. But that is the conduit for those types of services for the programs.
- 7. If a teen needs confidential mental health care, can they get it?
 - They can call us directly. If we're meeting with them, we would need authorization from the caregiver, parents. But safety comes first. If it's a crisis, we'll go out, meet with the team, and provide safety and make sure they are safe.
 - In addition, if a teenager is 16 or older, they have the right to request to keep their information remain confidential and that is our expectation.
- 8. Knowing there is shame regarding the situation and the distrust of the systems, are there African American youth who are referring themselves? I was on another town hall, where youth are referred by another youth. It's been stated by youth that there is shame associated with their condition and not knowing exactly how to reach out to someone, so I was wondering what that looks like.
 - Yes, we do get referrals and self-referrals. It's why we describe this as crisis services emotional support mental health and people use different language to describe their mental health and described different ways in different communities. Yes, we still have young men in the African American community that are self-referring. We've also found that in our programs serving young people in the child protection system as they age out of that system and through foster care that they prefer to text with their caregivers then they do face to face interaction.
 - For me, they get to me by referral by someone else. And so the kids themselves are not necessarily calling me; however I think once the kids are involved in the program, and they get a chance to meet someone on our staff, I think, the more that they see folks who provide the services to them looking like them, they are more apt to reach out. The most effective thing has been to just be out there and present in the community. Youth were able to see us in the community before and not just as a Ramsey County staff providing the services. It's more challenging now more because we cannot be in the same room.
 - A lot of the questions are difficult for me because we don't tend to be the first person
 involved for these young person's mental health journey, usually they were referred from
 psychiatry form other case management from the hospital with multiple hospitalizations
 occurred, but it's so imperative to get that help even during covid-19 we are still getting
 referrals right now.
- 9. Is there any way that you could partner up with some of the community groups or agencies who are focusing on ethnic or even cultural practices because like someone said you guys only see them at crisis point and we understand that sometimes a crisis point there is no turning back so is Ramsey County doing any type of partnership with those groups like hotlines or even zoom lines right now during this crisis where you have professionals who are waiting 24/7 while people are able to contact them? Do you know anything about that?
 - We've been doing outreach to the community, specifically the schools to police to different
 agencies out there. We connect to the community, the different ethnicity so they know

about us before there's a crisis so they're familiar with us. We have families that can learn about our services through the internet. A lot of the calls we get because they were connected to the school system, other clinicians, other agencies. We've received calls from kids, children of color, African American, Hispanics, they had a previous encounter with us, and they felt safe. They felt comfortable and they called us back or with questions. It doesn't have to be a crisis, but we provide services even if it's by phone.

- There's a lot of community partners here with us. We get into agreements with these organizations who become extenders for this 24/7 crisis work that we do. Some of the work is preventive. But you're right. I think getting as far upstream as we'd like to get upstream. Long before the COVID-19 pandemic started the challenge was we were in the deep end.
- We have historically not been operating that way. Those of you on the call today have any ideas, please write it in the chat box.
 - Ambassadors used to be out on the street where the kids were, and they knew so many of them because they worked as educational assistance or sometimes in the recreation centers at school. There are no more ambassadors on the streets anymore.
 - We're in a time where safety and distancing are important but just working in sexual health and youth development for many years, that youth voice and understanding of the stigma on that message coming from young people is really important.
- 10. How has Social Services department been reaching families that are going or have gone underground at this point?
- 11. There are about 1500 Ramsey County residents who are MFIP extension services who are MFIP essential services. To qualify for MFIP extension, a parent or child must have physical or mental health diagnosis that prevents them from working 20+ hours a week. What collaboration has been done with MFIP and social services so that residents being served in one program is being provided in a holistic manner?
 - We use that grant to provide a mental health case manager to those families but it's one mental health case manager for a lot of families. With regards to children, we have a case manager that connects with families for children's mental health as well as we have the goodwill. MN Care Partners which is a very diverse agency. We have a contract with us to provide the FAST program. The Fast Start program serves people not only in extension but many originated and are an extension and fit but brought in to serve beyond that. They don't have to be on extension anymore. It supports them on mental health, support for both children and adults in these families but also work for solutions as part of the component Ramsey County supports it. It's a broad team base approach. They must qualify. I'm not exactly sure how but they have an oversight committee meeting on Friday, and I can get that information to you.
- 12. What about reaching out to racially diverse churches, mosques and other holy places to partner up?
 - Those are all good ideas and suggestions. One of the places normally connect is faith communities, and schools and healthcare providers all of whom are operating in such different ways now. Mosques, temples- are not happening the same way. Earlier you asked about the people who go underground, and I think that's one of our fears is people come to

- us or reported to us. We don't usually go out and find people, so we have to think differently about the way we do our work.
- Northeast Youth and family services are still working with our school partners to continue mental health services through DHS school link mental health grant. That clinic is open via tele health. Anyone can call that number 651-486-3808.
- 13. What communication is going on with the schools to encourage and notify families of resources? Are you encouraging the schools to reach out? She said that both her sons are on IP the school case managers call and ask how distance learning is helping but not how they are emotionally or even talking with her about their needs. She has autistic teen cooped up and it's really struggling emotionally not to have an outside source provider until now. I believe that might be a lot of distress. The schools were kind of playing the middle person and now with them being removed maybe not only do you guys need to adjust how you are reaching out, but maybe have your partners adjust as well. What do you think of that, Ms. Barry?
 - I agree. There's a couple of topics that come up here. First, we're still doing face to face visits. I hope people heard and saw that most of our partners are not, Most I mean a lot of people are doing tele health, but one of the things we've discovered, and I think we all know is there's a huge digital divide. I mean, there are people who have technology and those who do not and so we are doing as much face to face, work with protective gear as we can. So, we have not stopped seeing people and we're not, we, we want to continue to do even more. They need technology. So, I know the St. Paul public schools and others have been dropping hotspots all over the place. But we have started to buy Chromebooks and laptops for families and children. Because the ones that got sent home from school, you can't use other apps, you know, you can't use the tele health apps. So, the other thing you can let us know is trying to push resources out to community for technology to support technology. We would like to be able to provide services directly to you and close to you. And I know the schools not probably not going to do that. But I'd like for you, you know, for us to be able to at least attempt You know, to get us as close. I mean, one of the other things we're discovering is that mask scare the people. The masks that we wear do scare people. You know that when we're working with them. Sometimes children and sometimes adults with mental health issues that so we've been working hard them to have even greater distance. When we see people, but we want to work with you solve those problems and if people need I think James said the socialization, but the physical different distance that we need to keep one another state, and let's help one another figure out how to do that.
 - While meals are giving out, we should put the information in those meals to the families about the assistance.
 - Maybe partner with sprockets?
 - Yes, partnering with anyone is a possibility.
 - Mental health resources we have the adult mental health crisis line and children's mental health crisis mind listed here on the website. And I'll give those phone numbers on adult mental health crisis line is 651-266-7900 in our children's mental health crisis line is 651-266-7870.

From Sara Hollie to Everyone:

Welcome everyone please add your name, agency and email to the chat box for attendance and follow-up purposes

From Shannon Bailey to Everyone:

Shannon Bailey, Dakota County Public Health

From Prince Andre to Everyone:

Prince Corbett - Ramsey County - Racial and Health Equity Administrator

From Ann Tranvik to Everyone:

Ann Tranvik, St.Paul-Ramsey County Public Health

From Jill Buckingham to Everyone:

Jill Buckingham, Director of Mental Health at Northeast Youth & Family Services jill@nyfs,org

From Thomas Berry to Everyone:

Thomas Berry- Black Civic Network

From Hillary Lor to Everyone:

Hillary Lor, RECERT Member, East Side St. Paul Resident.

From Cindy Vang to Everyone:

Cindy Vang, University of Minnesota School of Social Work, vang3109@umn.edu

From kathi.blomquist to Everyone:

Kathi Blomquist, St Paul-Ramsey County Family Health

From james.towns to Everyone:

james towns. ramsey county social services department - children's mental heatlh

From Pedro Bustamante to Everyone:

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

From Lindley to Everyone:

Lindley Braaten, Hennepin Healthcare-The HOPE Program, Lindley.Braaten@hcmed.org

From Grace.Mativo to Everyone:

Grace Mativo- HWAD- Ramsey County

From chacha to Everyone:

Hello student at MetroState University and intern @ GAP wl6523wb@go.minnstate.edu

From Dave Herrera to Everyone:

Dave Herrera - Social Services Racial Equity Liaison- david.herrerasantacr@co.ramsey.mn.us

From Cindy McGowan to Everyone:

Cindy.McGowan@spps.org

From Sara Morris-Perry to Everyone:

Sara Morris-Perry Commonbond Communities sara.morris-perry@commonbond.org

From dana.demaster to Everyone:

Dana DeMaster, Ramsey County Health and Wellness

From Megan Peterlinz to Everyone:

Megan Peterlinz Community Affairs & Advocacy Specialist, Children's Minnesota

From Darrin Kuhnke to Everyone:

Darrin Kuhnke - Minnesota CarePartner darrinkuhnke@mncarepartner.com

From Javi Monardez to Everyone:

Javiera Monardez Popelka, Ramsey County resident. Javieramonardez@gmail.com

From Jennifer to Everyone:

Jennifer Stevenson - Emma Norton Services

From Lily Tharoor to Everyone:

Lily Tharoor, Project REACH, SPPS

From chacha to Everyone:

My name is Charity Daklou student at MetroState University and intern @GAP

From Joe Asleson to Everyone:

Joe Asleson, intern at Guadalupe Alternative Programs, social work student at Metro State University

From Jon Sevald to Everyone:

Jon Sevald, Community Development Director, Mounds View, jon.sevald@moundsviewmn.us

From sophia.thompson to Everyone:

Sophia Thompson - Ramsey County

From Keith Lattimore to Everyone:

Keith Lattimore, Division Director, Ramsey County Social Service

From Kathy H to Everyone:

Kathy Hedin, Director Saint Paul - Ramsey County Public Health

From Dana Janowiak to Everyone:

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

From Maria Wetherall to Everyone:

Maria Wetherall, Director Ramsey County Veterans Services

From Deanna Pesik to Everyone:

Deanna Pesik, Chief Compliance and Ethics Officer, Ramsey County

From jamie.jackson to Everyone:

Jamie Jackson Ramsey County Adult Crisis Response

From ashley.sporer to Everyone:

Ashley Sporer, Ramsey County Children's Crisis

From Javi Monardez to Everyone:

Are you going to share the power point later?

From Sara Hollie to Everyone:

ACT team...Pair back services to focus on essential services

Two Social workers in the field everyday

Highly adaptable to clients needs

Review every client on a daily basis as a team to meet essential needs

Powerpoint will be available online

In-home work with families

Mental health based work with youth and families

Crisis work with children keeps going

24hrs a day

Culturally appropriate staff...meeting language needs of community

Safety planning continues

Please start adding your questions her

*here

From AJ Decker to Everyone: AJ Decker, intern at Guadalupe Alternative Programs and current BSW student at Metro State, licensed PCA and former DSP
From <u>Tonya Long</u> to Everyone: What is taking so long, if it is long more than 2 months to get a case manager?
From AJ Decker to Everyone: Is the walk in crisis center on University still open? You had mentioned in person visits previously.
From Tonya Long to Everyone: Childrens Mental Health case management. Referral went to RC on March 13th
From AJ Decker to Everyone: Thank you. 042
From Hillary Lor to Everyone: If people aren't comfortable calling the crisis line, are there options to text?
From K Anderson askotkimberly.org to Everyone: How are the hotlines numbers are getting out to those families such as multi-generational families such as seniors living with a middle age family with Mental Illness (who can't make their loved on get help)? A lot of people don't know where to go or what to do.
From sophia.thompson to Everyone: To check on the status of any Adult Mental Health TCM the referral person or the client can call 651 266 4401
From gayle.kittleson to Everyone: 402 University, Mental Health Crisis and Urgent Care open for walk in services.
From ginny nierad to Everyone: I think the Public Health Nurses use the numbers freely with their families. Also CTCs calls all members under age 21. We pass out the number often
From sophia.thompson to Everyone: The Welcome Center is still open and Available to answer all general questions 651 266 7890 042
From Prince Andre to Everyone: While working with low-income families, we seen an increase in the amount of kids being diagnosed with Autism and other behavior disorders. Considering that homeschooling has been in place for over 1 month, what support is being provided to the parents of children diagnosed with such conditions?
From Hillary Lor to Everyone: Awesome, the texting number should be added to the Ramsey County Mental Health site because I only see the calling number. 3 new message.

Hmong American radio! ktai.org

Seniors like the news including online. They are on FB and look at local news. Consider posting adds with the hotlines there.

If a teen needs confidential mental health care, can they get it?

erly.org to Everyone

Like the idea of radio ads

From Jennifer Miller to Ever

One of the types of places I think would benefit from reaching out to and accessing a range of folks who might have a higher need for services would be supportive housing programs like PPL, Model Cities etc.

Crisis Text Line:

741 741

We have been able to provide support to purchase

Knowing their is much shame regarding their situation and the distrust of systems are there African American youth referring themselves?

community newspapers

text # 741-741

Yes, community newspapers. Love that as a point of reach

It would be great to have a poster with resources to post in grocery stores or pharmacies

Not the most updated directory, but this was provided from the State of MN on diverse community media directory: https://www.health.state.mn.us/communities/rih/ethnicmedia.pdf

From Javi Monardez to Everyone

thank you

Yes, poster at Grocery stores.

Youth focus is needed

Addressing shame with conditions for youth

High School for Recording Arts on University does a live feed on FB and would appreciate anyone to contact them to give resources or education on crisis services

With schools closed how are you all getting referrals? Parents, etc.

Is there a way to do targeted outreach in neighborhoods that focus on racial and ethnic groups by age, etc?

Another resource to contact and collaborate with - Project Tshav Ntuj: a Hmong community-based organization addressing mental health and suicide in the Hmong community. Many of its members are in Ramsey County and Minnesota: projecttshavntuj@gmail.com and they're on Facebook

Note: Is there a way to partner with community groups to reach the need before crisis? Children's crisis outreach to schools, police and community

Minnesota CarePartner has a number of programs workign with RC including mental health and parent support, a Project Assist provider and able to provide mental health assessments, therapy and skills both via telehealth and st in person. In addition to substance use treatment.

How can SSD do a better job of reaching out? Keep your ideas coming please

There are about 1,500 Ramsey County residents who are MFIP extension services. To qualify for an MFIP extension a parent or child must have a physical or mental health diagnosis that prevents them from working 20+ hours a week. What collaboration has been done with MFIP and Social Services so that residents being served in one program are being provided in a holistic manner?

Create a Tiktok videos! Lots of youths and young adults are into it.

The majority of those MFIP families are African-American.

Love that Hillary

In terms of getting those numbers out, metro transit might be a good source. They have spaces at some bus stops that do advertisements, ad spaces on busses, as well as their Facebook page. I know they get quite a bit of traffic.

Canvas communities with information , old school way to get information out.

Ramsey County FAS is working to set up a new Ambassador Program for Homeless Youth

brochures, leaflets

We hope that individuals, youth, families, adults and loved ones who need to process concerns do so. Things do not have to be horrible before we are able to process, assess, and connect community members with services.We prefer to support families before situations become too difficult to handle. We have stabilization services for Adults and Children that can help to stabilize crisis as the individual defines it.

04:4

04:4

04:4

The Fast X program serves/can serve many of those clients.

The FASTx program provides wraparound mental health services to parents receiving MFIP.

What about reaching out to racially diverse churches, mosques, and other holy places?

Lots of people have time to watch YouTube right now too. So get YouTube ads that are concentrated in Ramsey County. If the U of M and presidential campaigns can do it, Ramsey County has the potential too.

What communication is going on with the schools to encourage or notify of resources. for example, both my teens are on IEP, their school case managers call and ask how distant learning is but not how they are emotionally. Or even talking with me the parent about needs. Autistic teen cooped up is really struggling emotionally, never really had a need to have an outside service provider until now. Northeast Youth & Tamily Strvices are still working with our school partners to continue mental health services through the DHS school linked mental health grant, our clinic is open and accepting new clients and families through telehealth and our youth day treatment program is still open too -via telehealth. We are accepting new clients in all programs. Anyone can call 651-486-3808 for more information. Future town hall topics ?? Metro Social Services and Wilder are also providing school based services via telehealth and zoom. 04:53 PM Minnesota CarePartner is still seeing clients in person too if needed and also provides tablets and data plans to those who need them. 04:53 PM Let SSD know needs for technology 04:53 PM while meals are given out, putting the information with the meals to families 04:54 PM The "St Paul-Ramsey County Public Health" Facebook page has been inactive since 2014. Needs to be re-activated again. 04:54 PM Maybe partnering with Sprockets? 04:55 PM The Food and Basic Needs Distribution Workgroup is creating flyers on services that will hopefully be distributed through food partners, like food shelves and schools. 04:56 PM https://www.sprocketssaintpaul.org/ 04:56 PM Yes for child protection. Share the Children's Crisis brochure From Rich... to Everyo Melissa Simpson mreneeconsulting@gmail.com I think one topic that could be discussed is around developmental disabilities and 245d licensed facilities From Ruby to Everyo Ruby Rivera Amy Acker, Supervisor for Assertive Community Treatment (ACT) team. we provide intensive community based mental health services and rehabilitation services to ADULTS with serious mental illness. Call 651-266-4600 to discus and brochures and stickers at food banks to include their food bags to deliver to homes From Kathy H to Everyor Nice job, everyone!! Ruby Rivera, Library Social Worker, Ruby.rivera@wilder.org AJ Decker- aj.decker@my Thanks for sharing all these great resources aj.decker@my.metrostate.edu

From chacha to Everyone:

Thanks for sharing all these great resources

From AJ Decker to Everyone:

aj.decker@my.metrostate.edu

From leigh.ahmad to Everyone:

leigh.ahmad@co.ramsey.mn.us

From marita.acosta to Everyone:

marita.acosta@cctwincities.org

From nancy lee to Everyone:

nancy e lee

From Jamie Hubbard to Everyone:

jamie.hubbard@hennepin.us

From nancy lee to Everyone:

Nancy E. Lee

nancy.lee@co.ramsey.mn.us

From Jennifer Miller to Everyone:

jenmiller@mncarepartner.com

From Pedro Bustamante to Everyone:

Thank you

From chacha to Everyone:

thanks

From Jill Buckingham to Everyone:

thank you

- AX Amee Xiong (Me)
- SH Sara Hollie (Host)
- A anne.barry
- J james.towns
- K kyle.davis
- R rebecca.santos
- AD AJ Decker
- AA Amy Acker
- Ann Tranvik
- A arin.smith
- A ashley.sporer
- chacha

- C Charles.goff
- CH Chuck Hill
- CH Cindy Hill
- CM Cindy McGowan
- CV Cindy Vang
- DJ Dana Janowiak
- dana.demaster
- DK Darrin Kuhnke
- DH Dave Herrera
- DP Deanna Pesik
- D Duane.Thao-Her

- E e524384
- G gayle.kittleson
- G Grace.Mativo
- GH Greta Huff
- Hillary Lor
- J james.towns
- jamie.jackson
- JW Janelle White
- JM Javi Monardez
- J Jennifer
- J jennifer.schuster-ja

- JB Jill Buckingham

 J Joe Asleson
- Jon Sevald
- JY Joua Yang
- K Anderson askotkimberly.org
- K Kaosong.Yang
- K karen.a.saltis
- K kathi.blomquist
- K kathy.gilmore
- KL Keith Lattimore
- Kristen Jackelen
- L leigh.ahmad

L Lidiya
Lily Tharoor
Lindley
MW Maria Wetherall
MB Mary Boyd
MH Mary Hernandez
MP Megan Peterlinz
NM Nabil Mohamed
NL nancy lee
NG Natalie Gasser

Nina Harris

Pedro Bustamante