

SERVICE MODIFICATION REQUEST FORM TEMPLATE

DEPARTMENT

Health & Wellness - SSD

1. Describe the service modification request.

Please including the reason for change

- Employees from Aging & Disability Services - and MnChoices, within SSD are being required to conduct face to face - in-person assessments beginning July 14th. per DHS directives and Gov. Walz's Emergency Executive Order 21-24 which extended the COVID-19 Peacetime Emergency through July 14, 2021. As such COVID waivers that affect aging and disability services are expiring effective July 14th.

These updates have been communicated across SSD. PPE is being made available to employees. Please approve this service modification request to ensure compliance with statutory service delivery requirements and to ensure reimbursement for such services.

2. Who will be impacted by the change?

Consider the racial equity impacts for both service users and staff

- Represented Employees who are social workers, case aides, etc. from racially and ethnically diverse backgrounds will be impacted as well as culturally and ethnically diverse residents who have disabilities and may face compounded challenges. Managers and Supervisors may also return to serve within the County buildings to ensure oversight and support the workforce. How will this change impact workplace safety during COVID-19?

3. How will this change impact workplace safety during COVID-19?

- In-person and face to face assessments are required effective July 14th. Virtual Assessments will no longer be allowed per state requirements, as such reimbursements will not be paid if the work is no completed in-person. While much work is completed in the community, many staff will be required to obtain PPE from the County Buildings and may also have more presence in office locations and other Ramsey County buildings.

I am seeking approval for this request to Modify Service Delivery from the HWST DCM.

4. Will this change bring additional staff or residents into your assigned county building?

- YES

5. Has this request been reviewed and approved by your Deputy County Manager or Executive Team member?

- NO

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DEPARTMENT

Social Services – Mental Health Center

1. Describe the service modification request.

Please including the reason for change

ACT - Every member on the ACT is fully vaccinated. The team would like to return to team meetings in person daily. ACT staff will have a choice to attend in person with option to attend virtually if preferred. This would result in approximately 12 staff daily in the office at the same time between 11:00 am - 1:00 pm.

Reason: ACT has an intensive service delivery model that includes daily team meetings. The team requested a return to in-person meetings as this is valuable to the team and their service delivery.

All MHC Services - We are asking to resume in person groups.

Reason: both clients and staff have asked for this. Although we managed to do telehealth groups, some clients struggle with this option. In order to provide best services, we should provide this option again, while continuing to practice safety.

2. Who will be impacted by the change?

Consider the racial equity impacts for both service users and staff

Staff impacted: On the 1st floor, ACT shares office space with the Mother's First program.

On the 2nd floor others affected include, front desk, support staff, other clinical staff who don't do groups, some clients that come in person for walk-ins or individual therapy.

Clients impacted - clients attending groups. We provided chrome books for all clients who attend groups, however, it can still be a challenge, especially for clients from low socioeconomic status due to limited access to internet service.

3. How will this change impact workplace safety during COVID-19?

ACT - Staff will wear masks while in staff meetings.

All MHC Services - We will continue to wear masks and practice social distancing while with clients.

4. Will this change bring additional staff or residents into your assigned county building?

- YES

5. Has this request been reviewed and approved by your Deputy County Manager or Executive Team member?

- NO

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DEPARTMENT

Social Services

1. Describe the service modification request.

Please including the reason for change

In the next 30-60 days, we expect the waiver that allowed us to bill for telephone calls to expire, resulting in more face to face contact with clients, both at the clinic and in the community. We will also be resuming face to face groups at the clinic. We will continue to provide video telehealth services to clients with that capability.

2. Who will be impacted by the change?

Consider the racial equity impacts for both service users and staff

This will impact staff and clients as we navigate challenges with technology, returning to face to face encounters while considering the health risks associated. To address the technology concerns, we have created a "walk-in/call-in" technology help desk to get clients familiar with the telehealth systems.

3. How will this change impact workplace safety during COVID-19?

With an increase of people in the building, we will need to be even more aware of our existing cleaning, distancing, and masking practices. We continue to have signs on the doors that designate sanitized vs unsanitized space. We continue to stagger appointments and days clinicians work in the office to reduce the number of people in the building.

4. Will this change bring additional staff or residents into your assigned county building?

- YES

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- NO

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DEPARTMENT

Social Services

1. Describe the service modification request.

Please including the reason for change

Requested service delivery modification: In the next 30-60 days, we expect the waiver that allowed us to bill for telephone calls to expire, resulting in more face to face contact with clients, both at the clinic and in the community. Currently, we see about 80% of clients via telehealth or over the phone. The majority of our staff come into the office about once per week. When the waiver expires, most clinical staff will return to the office 1-2 additional days per week (between 8 AM and 6 PM) for in-person visits. We anticipate a return of about 10-20% of the clients we see now becoming face to face encounters. We will also have some staff meeting clients in the community with a recommendation to meet outdoors whenever possible. We will also be resuming face to face groups at the clinic (which was included in the previous service delivery request.) We will continue to provide video telehealth services to clients with that capability, but not all clients have access to technology or wifi/data.

2. Who will be impacted by the change?

Consider the racial equity impacts for both service users and staff

This will impact staff and clients as we navigate challenges with technology and returning to face to face encounters while considering the health risks associated. To address the technology concerns, we have created a "walk-in/call-in" technology help desk to get clients familiar with the telehealth systems.

3. How will this change impact workplace safety during COVID-19?

With an increase of people in the building, we will need to be even more aware of our existing cleaning, distancing, and masking practices. We continue to have signs on the doors that designate sanitized vs unsanitized space. We continue to stagger appointments and days clinicians work in the office to reduce the number of people in the building.

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SERVICE MODIFICATION REQUEST FORM TEMPLATE

DEPARTMENT

Public Health – 555 Cedar

1. Describe the service modification request.

Please including the reason for change

Reinstate walk in service for appointments for clients, Clinic 555 and Vital Records when all procedural, process and staffing elements are in place. Target date June 2021

2. Who will be impacted by the change?

Consider the racial equity impacts for both service users and staff

Clients are calling and requesting this service be reinstated. Recent increase in “no show” appointments allows for providers to see walk in clients. Pre COVID rates of walk in appointments were about 50% of all appointment types. Vital Records clients are coming on site expecting return to walk-in service is available.

Clients who are “present” focused will not be able to be seen without a walk-in option. Potential increase for sexually transmitted disease spread and unintended pregnancy if clients cannot be seen. VR – not meeting customer needs.

Absence of walk in service does not allow clients to access Sexual Health services when they need to be seen. Currently, 69% of Clinic 555 clients identify as something other than white, 92% fall 250% or below the federal poverty level (FPAR 2020.) Offering walk in services allows Clinic 555 clients to be seen when they are able as evidenced by the high walk in rate pre-COVID.

3. How will this change impact workplace safety during COVID-19?

Screening and masking is still required at the Cedar building. Barriers remain in place, and lobby capacity will need to be monitored for social distancing.

Workplace 2.0 planning safety provisions will not need to change.

4. Will this change bring additional staff or residents into your assigned county building?

- YES

5. Has this request been reviewed and approved by your Deputy County Manager or Executive Team member?

- YES

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SERVICE MODIFICATION REQUEST FORM TEMPLATE

DEPARTMENT

Public Health – Sexual Violence Services

1. Describe the service modification request.

Please including the reason for change

Return to in-person response for Medical Advocacy at United Hospital as of June 14, 2021. Before COVID, advocates were automatically called to arrive in-person to be present for the Sexual Assault Exam. United Hospital now allows one visitor per patient. During the exam, visitors are asked to step out, but Advocates will stay with the permission of the patient.

2. Who will be impacted by the change?

Consider the racial equity impacts for both service users and staff

An estimated 4-6 clients will be served per month in person at the hospital.

* Majority of our clients with known race identify as non-white. Follow up care and services can be difficult without building trust and without having access to services. In-person presence helps eliminate technology accessibility issues, increases rapport/trust, and increases ability to communicate more easily with non-verbal cues (vs audio only or partial video calls).

- Majority of staff who will respond during normal business hours identify as non-white, all but 1 have received both shots so far
- Majority of volunteers who will respond outside of business hours do identify as white, most have received or are scheduled to receive their vaccines. There is always a staff back up for after hours shifts.

3. How will this change impact workplace safety during COVID-19?

This change will not affect safety in the office workplace.

* Volunteers have received training on COVID Safety, proper use of PPE, and protocols.

- Volunteers will be provided PPE by SOS
- Volunteers will have the opportunity to get vaccinated
- Volunteers have Ramsey County badges

4. Will this change bring additional staff or residents into your assigned county building?

- NO

5. Has this request been reviewed and approved by your Deputy County Manager or Executive Team member?

- YES

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DEPARTMENT

Veterans Services

1. Describe the service modification request.

Please including the reason for change

Conduct summertime outreach at Marketfest and North St. Paul Car Show. We would like to return to being at events to meet veterans and their families, educate them about our services and recruit mentors for the Ramsey County Veterans Court Mentor Program.

2. Who will be impacted by the change?

Consider the racial equity impacts for both service users and staff

Staff people Donn Lindstrom and Chris Hvinden will represent the department for most events but might be joined by other staff depending on event schedule. We will be reaching out to the residents of Ramsey County and their families who attend these events.

3. How will this change impact workplace safety during COVID-19?

Outreach will be done outdoors and not in the Veterans Services offices. We hope that it will educate and engage veterans and their families who may benefit from our services

4. Will this change bring additional staff or residents into your assigned county building?

- NO

5. Has this request been reviewed and approved by your Deputy County Manager or Executive Team member?

- YES

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DEPARTMENT

Library

1. Describe the service modification request.

Please including the reason for change

- The seven Ramsey County Libraries plan to allow listed activities in keeping with the lifting of restrictions by the CDC, Governor Walz and Ramsey County in addition to plans to re-introduce in-person programming, with certain restrictions, in all seven branches.
- This includes:
 - o Removal of building visit time limits.
 - o Removal of space and room capacity.
- Activities to be added include:
 - o Spaces to sit – to read or study: furnishings to sit on.
 - o Spaces to study independently: study rooms.
 - o Limited in-person adult and teen programming:
 - ☑ For patrons ages 12 and up: programming may take place indoors as staff are available, following current safety guidelines and practices with opportunity for the public to remain socially distanced. Examples of programming may include teen hybrid gaming programs where attendees are either at the library or at home, modified in-person digital literacy and Maker classes, and one-on-one tech device help, etc
 - ☑ For patrons ages 11 and under: There will be no congregate indoor programming for patrons age 11 and under until this group's vaccination status is changed. Librarians will continue to plan for programs with the vaccination status set at the time of planning. Programming for this age group may include outdoor programming, including storytimes or Story Trails.
 - o Return of book sales.

2. Who will be impacted by the change?

Consider the racial equity impacts for both service users and staff

- Resuming in-person programming for Ramsey County residents will allow users from all communities the opportunity to resume free technology, literacy-based, community and well-being educational opportunities. Specifically, for community members who need additional time in the library and on computers, students and learners who need independent study spaces away from home, and community members seeking opportunities for lifelong learning, these communities will be positively impacted.
- This change will also affect staff since more in person physical interaction will take place and for longer periods of time.

3. How will this change impact workplace safety during COVID-19?

- The removal of mask requirements, social distancing, time and occupancy limits will mean staff have more interaction with the public and potentially unvaccinated individuals.
- Collaboration amongst Public Health, Property Management, and Library management has occurred throughout the proposed changes.

4. Will this change bring additional staff or residents into your assigned county building?

- YES

5. Has this request been reviewed and approved by your Deputy County Manager or Executive Team member?

- YES

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DEPARTMENT

Public Works

1. Describe the service modification request.

Please including the reason for change

We are requesting to open the Public Works building up to the public and others that have business in our building. As part of our current service delivery plan, the outside doors are locked to the public, contractors, deliveries, etc. In order to access the building, they need to contact the person they are meeting with or call the general number that is posted on the doors.

We have talked with Property Management about this and they were ok with making this change.

2. Who will be impacted by the change?

Consider the racial equity impacts for both service users and staff

There will be little to no impact on residents or employees. There are internal security doors that prevent non-employees from accessing parts of the PW building. All front line employees are more than 6 feet away from any counter that a resident would approach.

3. How will this change impact workplace safety during COVID-19?

This will have little to no impact on workplace safety. Most residents, contractors, suppliers, deliveries come to the PW building with a scheduled appointment. Safety guidelines/policies will be followed once they are in the building. The Marsden Conference Room, a large shared conference room, will still be closed to entities outside of PW and the sheriff.

4. Will this change bring additional staff or residents into your assigned county building?

- NO

5. Has this request been reviewed and approved by your Deputy County Manager or Executive Team member?

- YES

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