

Veterans Services: Benefits & Health Care Town Hall
5/13/2020, 4– 5 p.m.

Participants: 33

Questions:

1. If I am receiving benefits from other RC benefits, will I qualify for the veteran benefits?
 - Yes, you would. These are not impacted by eligibility and Ramsey County wants you to get other benefits.
2. What is the turn-around time for receiving the benefits?
 - State Grant- state is monitoring and responsible for that. They have received 4000 applications for the grant. 52 days for processing for those benefits. What we would do is make sure your application is received.
3. What if a veteran has received the once in a lifetime grant, can they get this grant?
 - That would be a once in life-time special needs grant that pays like mortgage, rent, and yes, you would be able to apply for the benefit.
4. Is the county reaching out to homeless veterans for these grants?
 - We have several staff reaching out to end homelessness. A lot of the veterans who I have engaged with haven't lost anything, but they have been educated on this grant.
5. Are these grants happening in other counties?
 - MBBA is available in all other counties and throughout the state. The veteran officers are throughout the state to help and assist. They are statewide.
6. What outreach efforts has been happening with veterans and what have you been doing to outreach to veterans now?
 - Teamed up with other nonprofits in conducting street outreach. Going out to the encampment sites and homeless shelters around metro area. Connected with staff to link veterans with RC services. We have had a long-term relationship with departments and use a tool call veteran registry, and they meet biweekly to review the list, to make sure someone is always making that connection with veterans. Other partners are trying to understand it and work on it better to stay connected with veterans. Are there locations that people think we can better connect with veterans? Are there places that are missing?

Wanted to answer about the eligibility. Your income must be impacted by COVID-19 or some other factor loss. Some people have limited income, GA income, so there would be those whose hours were cut due to covid-19 who would qualify. Eligibility factors for those grants are: You must be a veteran by the state definition of 180 days not for training, experienced financial loss since March 13, 2020, such as loss of childcare, income, problems with transportation. Even a minor cut of hours can be impacted. MN residence. The special needs grant has specific requirements: determined on case by case, verify what the expense is.

Nathaniel- Supportive Services for Veterans, Veterans experiencing homeless or in crisis of homeless, supported services through Fed- for unsheltered to be in hotels, or congregate shelter. Another is veterans who do not have a regular way to stay in touch, they can stay in hotel for long term housing solution. These federal resources are coming to our organization directly. Minnesota Assistance Council for Veterans www.mac-v.org 833-222-6228

Veterans Services: Benefits & Health Care Town Hall

5/13/2020, 4– 5 p.m.

7. What is there for a homeless veteran that has COVID-19? Transported to the VA medical hospital Fort Snelling Treatment?
 - There are a couple of options: if you were identified as symptomatic, Navigator would connect you with the nurse and help staff who works with outreach team to ER or other location to get you tested and diagnosed. You can go to the VA. Transportation is always a challenge. The Sheriff's department does help with transportation to Mary Hall to get test and care. The outreach staff with Radius and staff can help you fastest way.
8. Is there a hotline?
 - 1-888-linkVet 888-546-5838
9. Are there procedures for homeless veterans who have COVID-19?
 - Yes.
10. How many veterans have reached out so far? How much funding is available? How long will the grant run?
 - William and I have tried to analyze that. \$6.2 million dollars. \$4,000 claims have come through. We have gone through 35, some pending. Depends on the state for timeline.
11. How best can we Ramsey County reach out to communities?

Veterans who are homeless who have not lost income can still get into housing through voucher, veterans comp or pension, or helping them through applying for social security and getting deposit and moving costs, the regular special needs grant. There are other programs like the SSVS and other things. Please contact our office so we can mail out flyer about veteran information to you. 651-266-4525

12. How can I get flyers of information you posted on the Power point?
Racialequity@ramseycounty.us

13. Can you provide care bags with necessities and information?
 - Yes, everyone is hurting right now. The bare necessities, dry goods, and information card and hotline can be in there. We've been doing those work. We have gift cards, gas cards. Serve people with food and other resources.
14. On the flyer, there were spousal support for veteran spouses. Can you talk more about this that they are eligible for?
 - We serve all people who may be related to veterans. We're here to serve you, the families of veterans. There are benefits available including the special needs grant, dental and optical benefits from VA. If you are the surviving spouse of veterans and have questions, please reach out to help. We help widows of veterans, getting hearing aids, special needs, and grants.
15. How are you collaborating to meet the needs of veterans?
 - We've always tried to partner with FAS and other departments. This is a way to cultivate a way with those systems to provide support. Kristine Nord is with us for case management. Try to

Veterans Services: Benefits & Health Care Town Hall

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provide connections and benefits like food support, adult protection services, benefits. It makes a lot of difference for the people we support.

16. Is there ways that families can access any funds to assist them with rent? Any official funds available for that?

- Beyond the yellow ribbon program of St. Paul, contact our office to assist. State grants, and a flyer here. We can connect with you, please send your email.

17. I wanted to ask about the gathering that you have once a year that veterans can have access to a lot of different things. My uncle went to Ramsey County to wait for a long time to get the thousand dollars, but he did not get any help. Your department should meet people where they're at rather than have them come to you.

- The veteran standout is the gathering. It is happening in September. We started planning a virtual standout- all available triage by phone or virtually online platform. Having the right service providers to help. To help during COVID-19 and future. One stop service available.
- Our department has done home visiting and we can arrange something if we know where that person lives at and figure something out. That is our greatest challenge during COVID-19 being responsive on where they live. Please feel free to contact us.

18. How are you communicating these to veterans?

- We do the in-person partnership outreach and are exploring possibilities. We are active on Facebook. We also do mailings and outreach through database. We are trying to be more available during these COVID-19 times. The library, faith communities, making those connections with other people as effectively as possible.

Veterans Services: Benefits & Health Care Town Hall
5/13/2020, 4– 5 p.m.

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

From [debra.trudeau](#) to [Everyone](#):
Deb Trudeau, Ramsey County, Information and Operations Manager

From [Maria Wetherall](#) to [Everyone](#):
Maria Wetherall Ramsey County Director Veterans Services

From [Jon Sevald](#) to [Everyone](#):
Jon Sevald

From [deb.severson](#) to [Everyone](#):
De

From [June](#) to [Everyone](#):
June Blue M Health Fairview @ American Indian Family Center

From [Kristen Nord](#) to [Everyone](#):
Kristen Nord, Social Worker, Ramsey County Veterans Services

From [Carissa Glatt](#) to [Everyone](#):
Carissa Glatt- Saint Paul - Ramsey County Public Health, currently working within Food Operations within Ramsey County Incident Management Team

From [chacha](#) to [Everyone](#):
Charity Daklou BSW student at MetroState and intern at GAP

From [Grace Mativo](#) to [Everyone](#):
Grace Mativo -HWAD Ramsey County

From [Lynae's iPhone](#) to [Everyone](#):
Lynae Hockett EGC WFS Ramsey County

From [deb.severson](#) to [Everyone](#):
Hi! :-) I am Deb Severson, a Ramsey County Assistant Veterans Services Officer.

From [Christopher.Hvinden](#) to [Everyone](#):
Chris Hvinden, Assistant County Veterans Service Officer, Ramsey County Veterans Services

From [Lucy Zanders](#) to [Everyone](#):
Lucy Zanders, Theresa Living Center, Housing Service Provider

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

From [Sara Sweeney](#) to [Everyone](#):
Sara Sweeney - Face to Face Health & Counseling, Inc. Grant Coordinator sweeneys@face2face.org

From [william.nygaard](#) to [Everyone](#):
William Nygaard Veterans services (651) 266-2549

From [Sara Hollie](#) to [Everyone](#):
Please put questions here.

From [christina.rost](#) to [Everyone](#):
Christina Rost - Veteran Service Officer - RC Veteran Services

From [Nathaniel S](#) to [Everyone](#):
Nathaniel Saltz - Minnesota Assistance Council for Veterans

From [June](#) to [Everyone](#):
what is the turnaround for receiving the benefits

Veterans Services: Benefits & Health Care Town Hall
5/13/2020, 4– 5 p.m.

From Sara Hollie to Everyone:

Note: People can be eligible for multiple forms of assistance through the county

From phiengtavanh.savatdy to Everyone:

What is the turn around time for the COVID grant once it has been submitted?

From June to Everyone:

what if veteran has received the "once in a lifetime" grant? Can they receive these grants?

From Sara Hollie to Everyone:

State grant - is responsible for that process

4,000 apps received by state

52 days to process

From phiengtavanh.savatdy to Everyone:

Thank you!

From Sara Hollie to Everyone:

Yes, you can receive this grant even if you received the once in a lifetime grant

These are in addition to the grants

From Dan to Everyone:

Is the County reaching out to Homeless Veterans for these grants ?

From Sara Hollie to Everyone:

Several staff that are fully engaged with ending homeless among Veteran

*Veterans

From June to Everyone:

Are these grants happening in the other counties in Minnesota? ex: Hennepin

From Sara Hollie to Everyone:

MDVA available in all counties in MN

Veterans Services: Benefits & Health Care Town Hall
5/13/2020, 4– 5 p.m.

From [June](#) to [Everyone](#):
awesome, thanks

From [Sara Hollie](#) to [Everyone](#):
Outreach: Teamed up with other partners, at encampment sites, shelters, etc.
Connected with staff members that will link Veterans with RC services
Works with Radius to review the list of Veterans that are in need
A by name registry
Are there locations that people think VS can better connect with Veterans?

From [June](#) to [Everyone](#):
If you are homeless, you are seen as having nothing to lose, in regards to the COVID19 veteran relief grants? is this correct?

From [Dan](#) to [Everyone](#):
What is the for a homeless veteran that comes down with Covid 19 ? Transported to the VA medical hospital Fort Snelling Treatment ?

From [Rich...](#) to [Everyone](#):
ks there a hotline?
Is...

From [Sara Hollie](#) to [Everyone](#):
Eligibility - income has to be impacted

From [Dan](#) to [Everyone](#):
What is the procedure for a homeless veteran that comes down with cover 19 ?

From [June](#) to [Everyone](#):
how many veterans have reached out so far? how much funding is available? how long will the grant run?

From [Sara Hollie](#) to [Everyone](#):
Supportive services for Veterans
Nathaniel as a resource

From [Nathaniel S](#) to [Everyone](#):
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Veterans Services: Benefits & Health Care Town Hall
5/13/2020, 4– 5 p.m.

From Sara Hollie to Everyone:

Help for Veterans that may have contracted COVID-19 will be linked to a navigator and/or a hospital, even the VA
Help with transportation can be complex, but working with partners from the Sherriff's dept and others could help with this
Get crisis lines to community

From Kristen Nord to Everyone:

LinkVet 888-546-5838

From Sara Hollie to Everyone:

6.2 million in grant funding
4,000 reached
35 approved since the April

From June to Everyone:

thanks William

From Sara Hollie to Everyone:

Veterans that are homeless are still eligible for housing
MDVA Soar Program

From June to Everyone:

how can i get flyers of information you posted on the PowerPoint?

From Rich... to Everyone:

Suggestion: Care bags with necessities and information
both

From Sara Hollie to Everyone:

Please send your mailing information to racialequity@rasmeycounty.us

From June to Everyone:

cutest baby ever!

From Sara Hollie to Everyone:

Dry goods, information card, basic needs
Household goods, gift cards,

From June to Everyone:
gift cards are good!

From Christopher.Burns to Everyone:

Here's a direct link to the PDF of the Veterans Assistance flyer on the county website: https://www.ramseycounty.us/sites/default/files/Projects%20and%20Initiatives/Coronavirus/COVID-19/Veterans_Assistance.pdf

From Sara Hollie to Everyone:

Surviving spouse of veterans can receive services
Dental and optical benefits
Besides VA benefits, COVID, Special Needs, and State Grants
Service teams taking a collaborative approach to meet the needs of Veterans
Future town hall topics?

From Sara Hollie to Me: (Privately)

Any questions from FB?

From Me to Sara Hollie: (Privately)

None

From Sara Hollie to Everyone:

Is there ways families of veterans to access funds to assistance to pay rent, etc.
What's available for additional needs of families of Veterans?

From Carissa Glatt to Everyone:

How are you communicating these opportunities to Veterans?

From Sara Hollie to Everyone:

The beyond the yellow ribbon program.

From Sara Hollie to Me: (Privately)

Get Jackie's email

From Sara Hollie to Everyone:

Yearly gathering for Veterans - what's being planned?
How do people get direct access to Veterans Services...meet Veterans where they are at

From Karly Tiegs- Dakota CVSO to Everyone:

Thanks for letting me join! What a great opportunity to share the valuable resources available to Veterans. Great to see you all and Well done! Karly Tiegs, Dakota County Assistant CVSO.

Veterans Services: Benefits & Health Care Town Hall

5/13/2020, 4– 5 p.m.

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From Sara Hollie to Everyone:

Veterans Stand Down - Possibly in Sept.

From June to Everyone:

awesome on the home visiting!

From Sara Hollie to Everyone:

How do we address the barriers to meeting Veterans where they are at during this time?

Interested in exploring more outreach options

Using data system

From June to Everyone:

You are all amazing!! Libraries are a great connection ☐

You are muted. Press Alt+A to unmute your microphone, or press and hold the SPACE key to temporarily unmute.

From Maria Wetherall to Everyone:

Thanks June!

From Me to Jackie Cooper: (Privately)

Hi Jackie, what is your email?

Please text it to me here

From Me to Sara Hollie: (Privately)

She's not responding

From Rich... to Everyone:

Thank you...

From June to Everyone:

thank you Sarah's ☐

From Sara Hollie to Everyone:

Jackie@theniafirm.com