

September 17, 2024

Health and Wellness Service Team

Alex Kotze, Interim Deputy County Manager, Health and Wellness

Sophia Thompson, Director of Social Services

Monica Long, Director of Community Corrections

Jenn Hamrick, Integrated Health and Justice Administrator

Dana DeMaster, Director of Innovation and Strategy

Carissa Dillon, Planning Manager, Food Security Coordinator



Service Team Description

The Health and Wellness Service Team houses departments that provide for the health, safety, and basic needs of residents. The Social Services, Financial Assistance, Public Health, Community Corrections, Veterans Services Departments as well as the divisions of Innovation and Strategy and Fiscal Services work together to deliver programs and assistance that ensure residents can meet their basic needs. Through child protection, mental health services, food and financial supports, health promotion, probation, and more the Health and Wellness Service Team helps people across the life spectrum to thrive.

Service Team Performance Measurement Leadership

PMAT Leads: Sarah Myott and Ed Hauck

Controllers: Janelle White and Francis Odiahambo

PMAT Members:

Community Corrections: Adriana Arce, Claire Pillsbury

Financial Assistance Services: Kamala Pereira, Kelly Knippenberg, Aaronica Jackson

Public Health: Cheryl Armstrong, Kim Klose

Social Services: Lois Cheeseboro, Brianna Carey, Lola Oshodi, Falon Huynh, David Herrera Santacruz, Arthur Harris

Veterans Services: Christina Rost, Amorita Demitrius, Alexandra Fleming

Service Team Performance Measures: why they matter

Title	Full performance measure	Strategic Priority
Mental Health Crisis and Public Health Response	Percentage of calls transferred to Appropriate Responses Initiative that receive an in-person response.	Putting well-being and community at the center of justice system transformation.
Probation Revocations	Percentage of adults on probation who were revoked to prison.	Putting well-being and community at the center of justice system transformation.
WIC/MA	Pregnant people and children under age 5 who receive Medical Assistance that also receive Woman, Infants, and Children.	Advancing a holistic approach to strengthen families
SNAP Participation Index	Percentage of residents who are potentially eligible for Supplemental Nutrition Assistance Program (SNAP) who receive SNAP Services.	Advancing a holistic approach to strengthen families
Family Coach Participation	Number of families who receive Family Coach Services.	Advancing a holistic approach to strengthen families

Strategic Priority: Putting well-being and community at the center of justice system transformation

Why does this matter to Ramsey County residents?

Interaction with the public safety system presents a net harm to individuals and their respective communities when criminal records are used to reinforce structural racism by imposing barriers to well-being services, employment opportunities, and housing. Reducing harmful system investments and creating spaces for well-being require systems transformation in partnership with community where social services and public health interventions are the preferred solution and justice system involvement is only used where diversions are unsuccessful.

What have we done to place community at the center of justice system transformation?



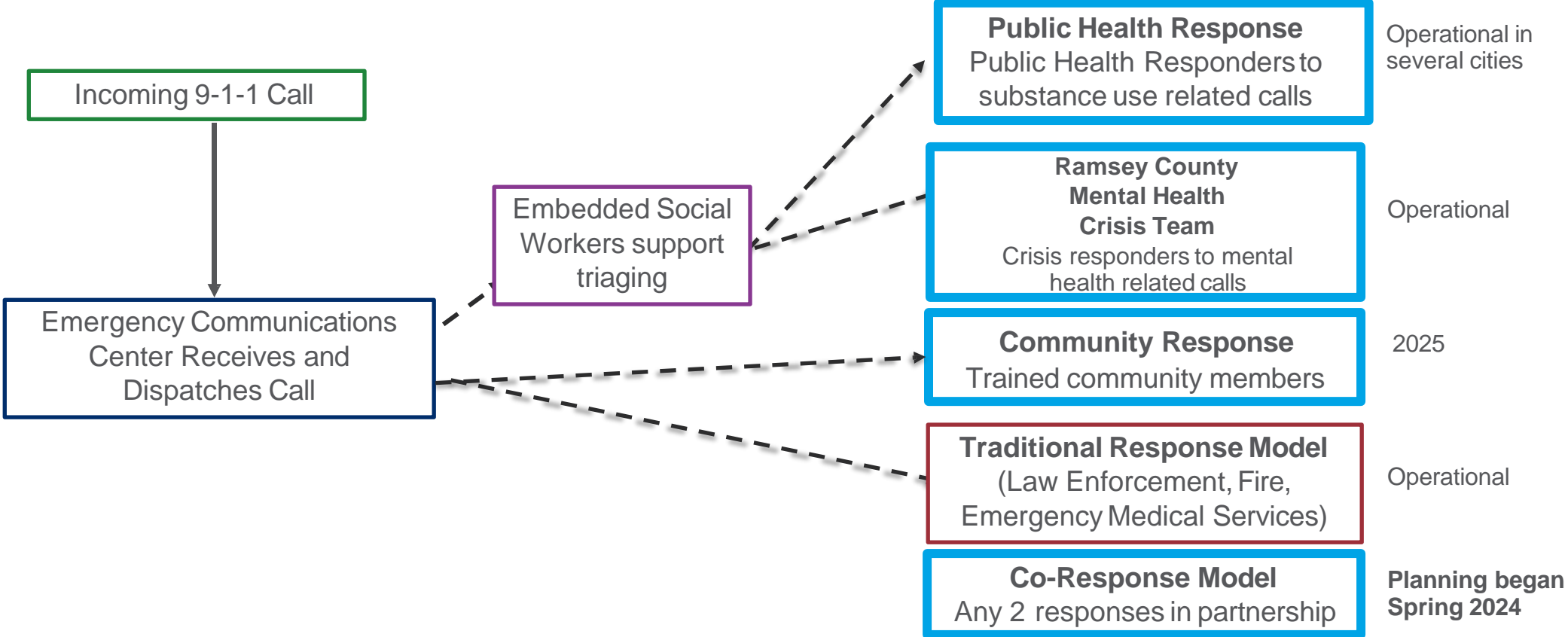
- Race Equity and Community Engagement Action Teams.
- Fine and fee elimination.
- Youth Justice Transformation.
- Healing Streets.
- Appropriate Response Initiative (ARI).
- Competency Determination Process (Rule 20).

Strategic Priority: Justice System Transformation

Percentage of calls transferred to Appropriate Responses Initiative that receive an in-person response.	2023	Goal: 2025	Goal: 2027
Mental Health Crisis Response	8.5%	15%	20%
Public Health Response	N/A	90%	97%

- Through the addition of more crisis staff from the Appropriate Responses Initiative (ARI) we have been able to increase the amount of in person visits to residents.
- In 2023, a monthly average of 321 calls from 911 were referred to the Ramsey County Mental Health Crisis team. The team averaged 27 in-person visits per month.
- The addition of Public Health Responders, who started in February 2024, has provided additional services to residents who call 911.

Appropriate Responses Initiative (ARI) Call Structure



Strategies For Increased In-Person Response

Staff

- Additional staffing of seven crisis responders through American Rescue Plan Act funding.
- Increased Public Health Responders for a total of six.
- Change management to support staff with expectations around in person visits.

Prioritized outreach

- Social Workers Embedded in the Emergency Communications Center (ECC) are asking individuals if they need an in person visit.
- Crisis staff and leaders work to triage people who need an in person visit from all entry points and get a responder out as soon as possible.

Partnerships/Support

- Leveraging Police Embedded Social Workers for in person visits in their cities.
- Developing support and consultation opportunities for crisis staff.

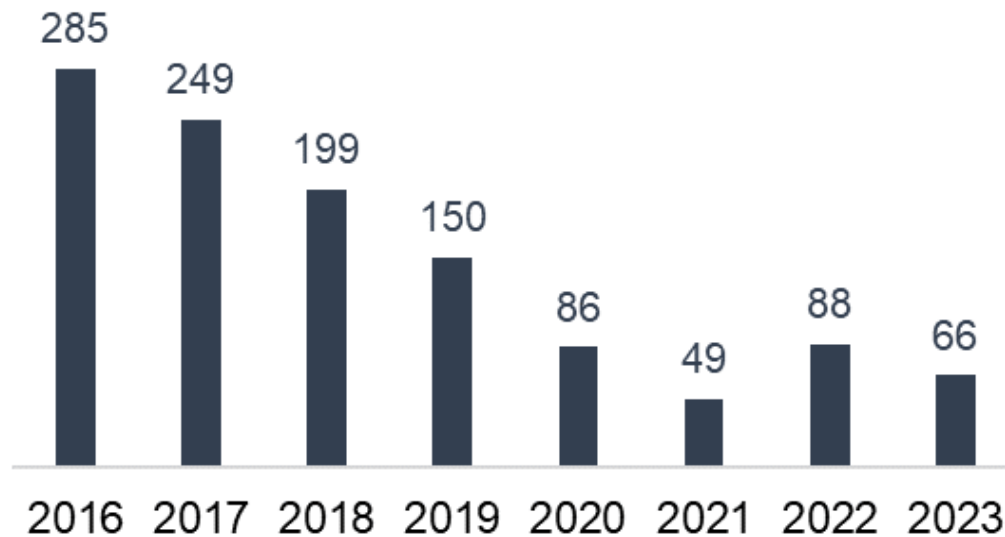
Strategic Priority: Justice System Transformation

Performance Measure	2019	2020	2021	2022	2023	Goal: 2025	Goal: 2027
Percentage of adults on probation who were revoked to prison.	13%	8%	4%	8%	6%	5%	5%

- Historically, Ramsey County had one of the highest felony revocation rates in the state. We are now nationally recognized as being at the forefront of reform efforts.
- In 2023, 6% of adults exiting felony probation were sent to prison, compared to 13% in 2019 and 22% in 2016.
- Ramsey County has sustained the reductions in revocations achieved during the pandemic.

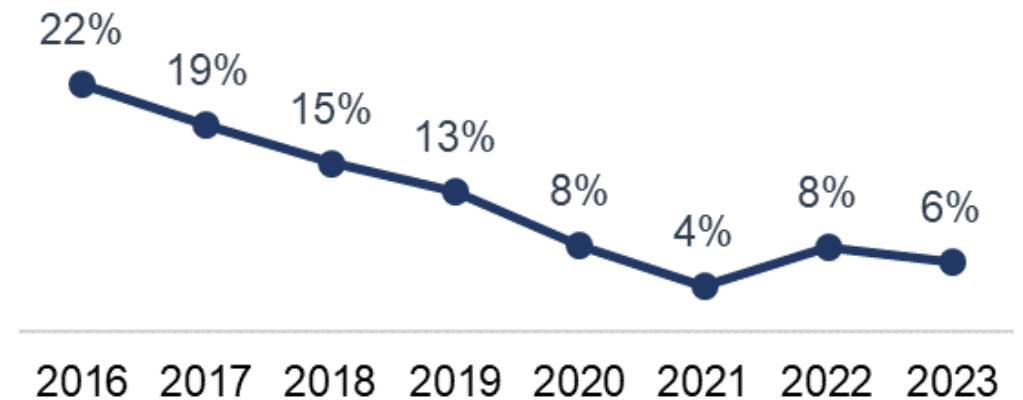
The number of adults on probation revoked to prison decreased by 77% since 2016.

Number of adults on probation revoked to prison



The percentage of adults on probation revoked to prison decreased from 22% in 2016 to 6% in 2023.

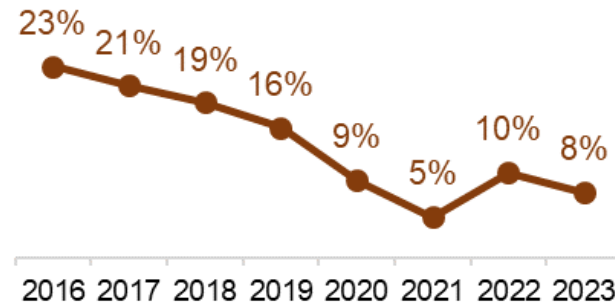
Percentage of adults on probation revoked to prison



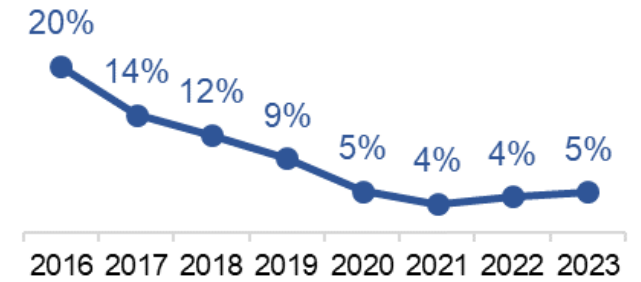
Percentage of adult probation revocations by race

Revocation rates have decreased for all adults by race/ethnicity. However, revocation rates remain higher for Black and Hispanic adults.

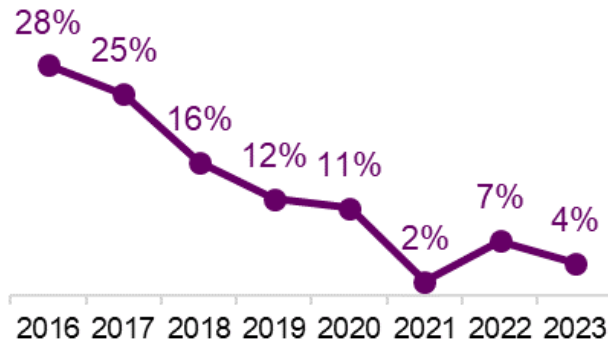
Black/African American



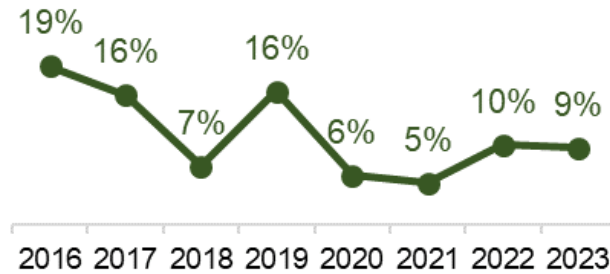
White



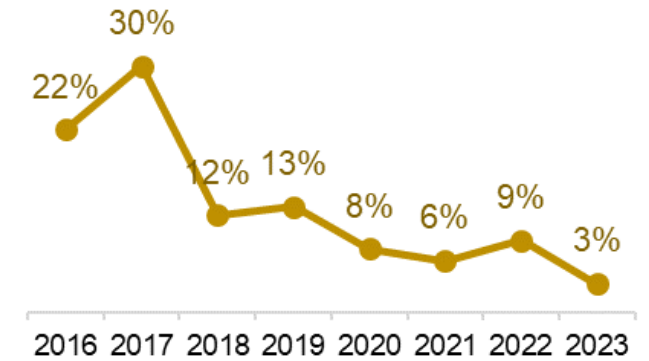
Asian



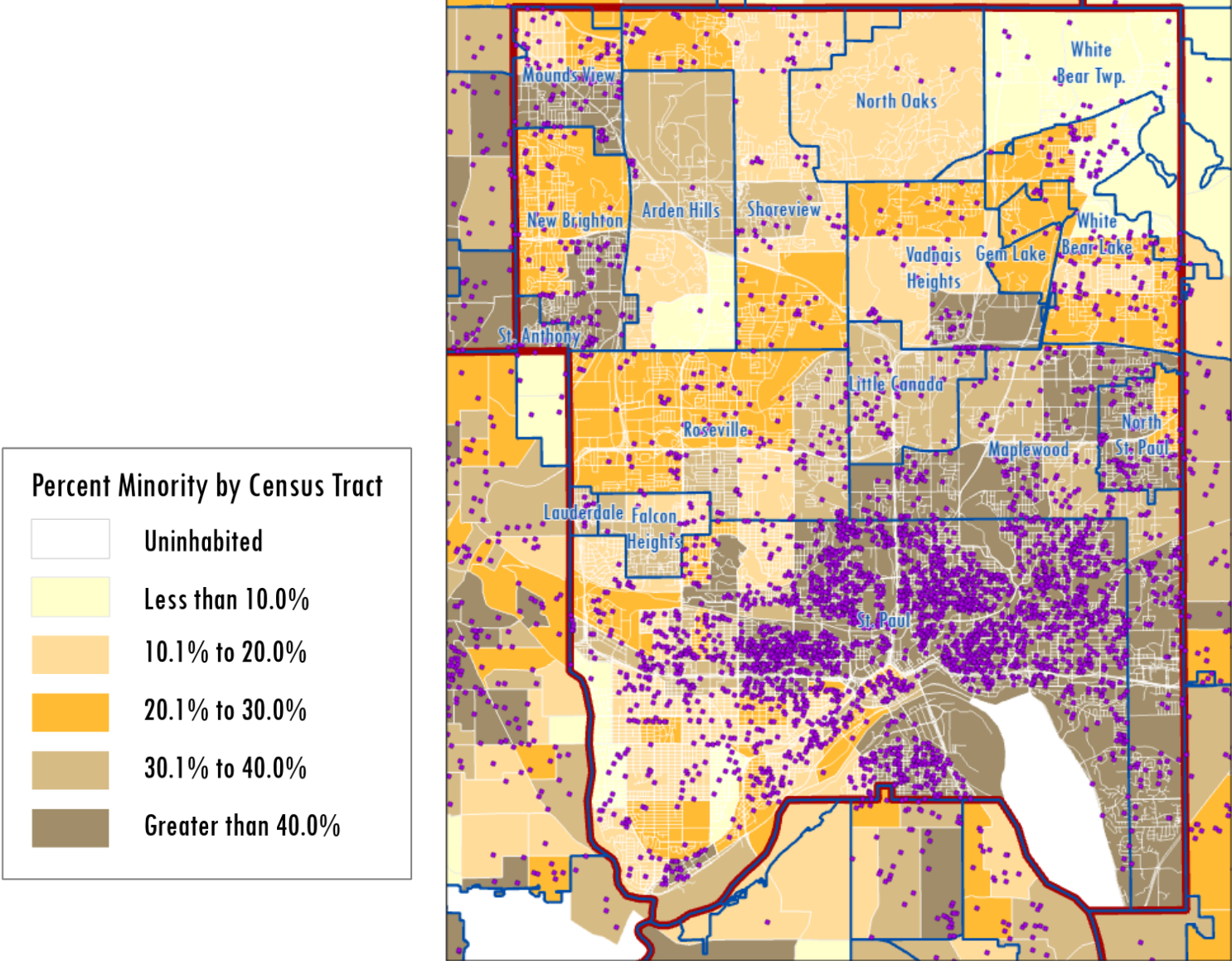
Hispanic/Latine



Native American



Individuals currently open on probation (within Ramsey County)



Strategies to Reduce Probation Revocations

Staff

- Investment in services for unsheltered probation clients.
- Expansion of Electronic Home Monitoring Program.
- Contract for community based, justice involved mentors

Outreach

- Develop QR code to improve accessibility to county services.
- Provide basic needs resources, such as food boxes.

Partnerships/Support

- Authentic collaboration with community in developing major programs such as updating the probation response model and using incentives to reward client achievements.
- Partnerships with Workforce Solutions to increase employment opportunities.
- Food Security Initiative.

Current Funding for Justice System Transformation

- American Rescue Plan Act.
- Grant funding.
- Community Corrections Act Subsidy.
- County Levy.
- Strategic Priority funding.
 - Justice System Transformation.

How will these performance measures and strategies improve outcomes and inform your 2026-2027 budget request?

- Front end: Prevent people from getting into our systems.
- Back end: Reductions in caseload allow focus on most at risk in our system.
- Right place, right time approach to our work.
- Move from strategic priority, American Rescue Plan Act, and other one-time funding to sustainably support this work.

Strategic Priority: Advancing a holistic approach to strengthen families

Why does this matter to Ramsey County residents?

Historically, when a family needs services from the county they need to make multiple contacts across multiple departments, as well as know what kind of services and programs exist. Our programs have been siloed by department and funding source. Families should not be required to understand our structure and services to get help – to get their needs met, families should only have to know their need.

These measures are proxy indicators of our work to center family need, rather than bureaucratic ease. They measure changes within our control that have concrete benefits for families.

What have we done to ensure people are able to access all programs they would like to participate in and are eligible for?



- Partnered with Race Equity and Community Engagement Response Team to launch Family Coach.
- Kinship Support Unit in Social Services Children and Family Services.
- Minnesota Family Investment Program Young Adult Program Early Childhood Supports planning.
- Human Services Modernization.
- Medical Assistance/Women, Infants, & Children co-enrollment pilot.
- Food Security Strategic Plan.

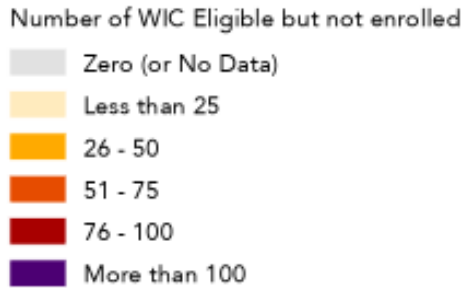
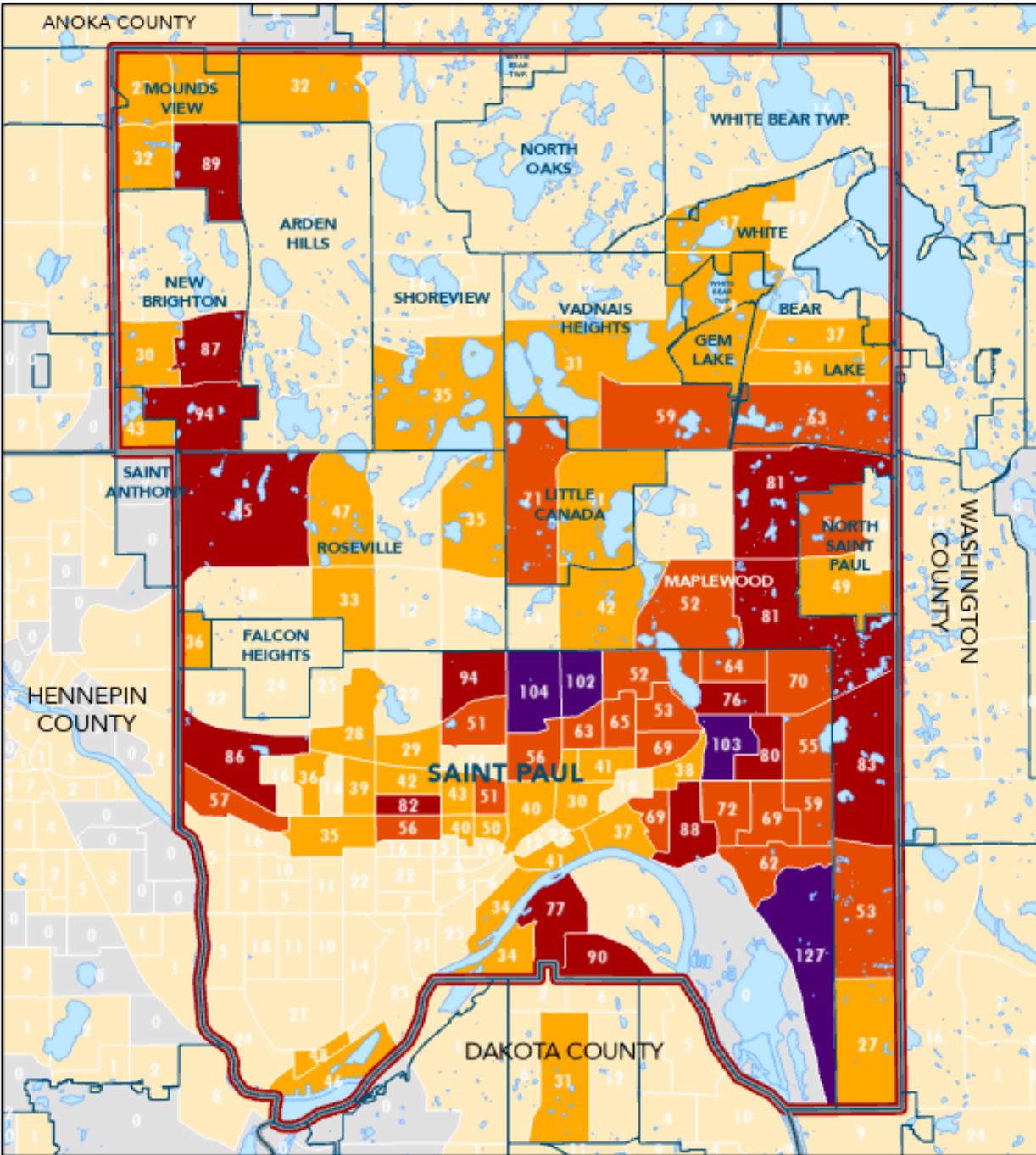
Strategic Priority: Advancing a holistic approach to strengthen families

Performance Measure	2019	2020	2021	2022	2023	Goal: 2025	Goal: 2027
Pregnant people and children under age 5 who receive Medical Assistance that also receive Woman, Infants, and Children.	63%	58%	59%	57%	58%	60%	64%

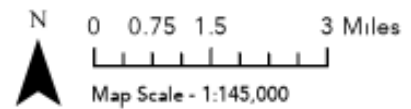
- Pregnant people and children under age five years receiving Medical Assistance are **categorically eligible** for WIC.
- Ramsey County rates are better than state average for WIC enrollment.
- Pilot learnings tell us we need technological approaches, not just staff outreach.

N~22,000 (2023)

Number of WIC eligible but not enrolled in MA by census tract



Census Tract boundaries shown in white



Strategies to Increase Co-Enrollment

Staff

- Staff training and awareness of resources.

Outreach

- Co-referral pilot with client data matching, postcards, and phone calls. Automated solutions are needed for both data matching and client outreach.
- Basic needs addressed in more areas of county with comprehensive resources.

Partnerships/Support

- Support and partner with Information Services on Resident Relationship management.
- Develop an eligibility screening and referral tool to automate referrals that can be used by both staff and residents.
- Work with State agencies on innovative data sharing and data management practices.

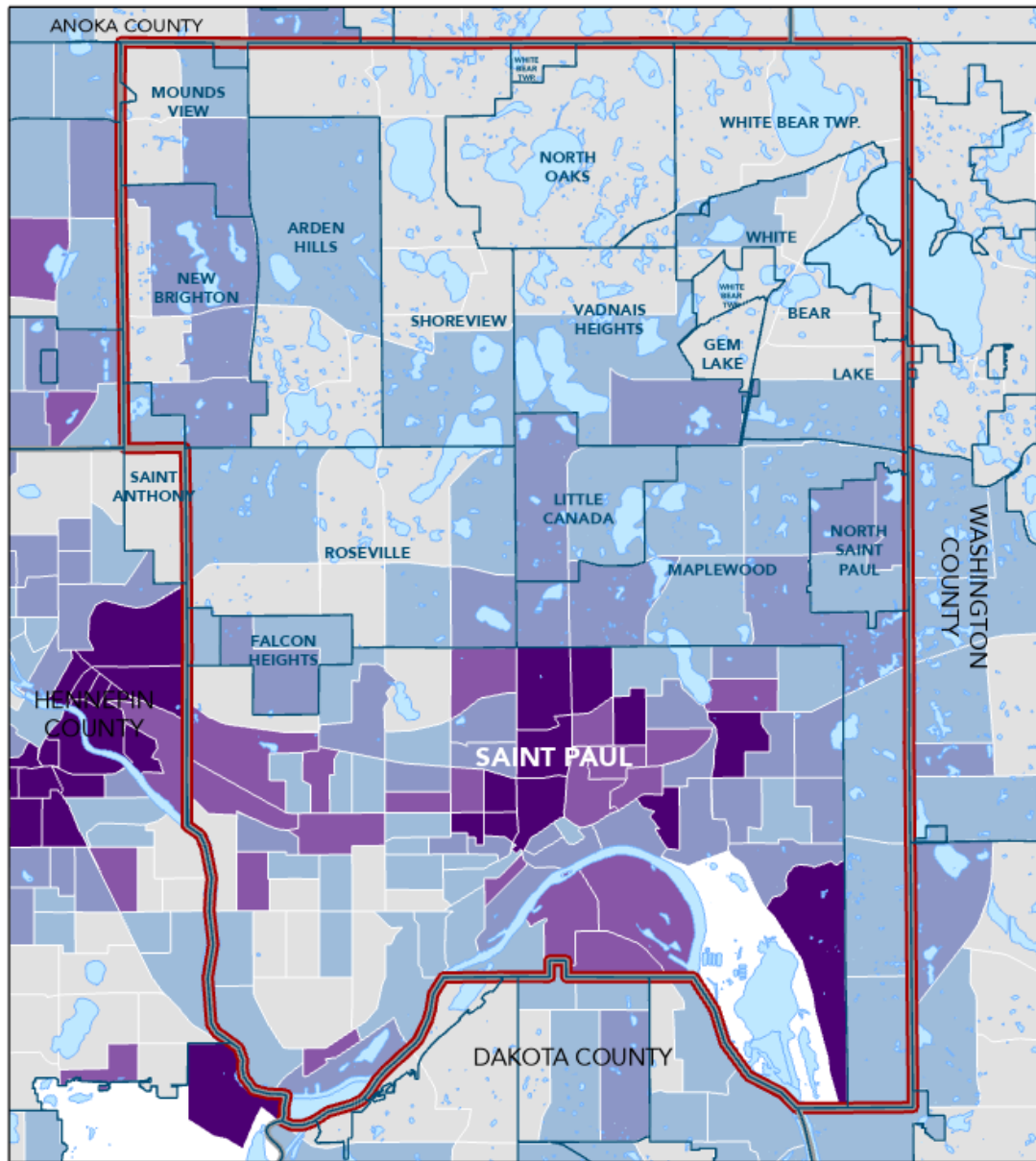
Strategic Priority: Advancing a holistic approach to strengthen families

Performance Measure	2019	2020	2021	2022	2023	Goal: 2025	Goal: 2027	Income at 200% FPG by Family Size (2024)
Percentage within income guidelines who receive Supplemental Nutrition Assistance Program (SNAP).	48%	49%	51%	49%	43%	46%	50%	1 \$30,120
								2 \$40,880
								3 \$51,640
								4 \$62,400

- In 2023, about 91,500 people in Ramsey County received SNAP – 20% of total county population.
- Income eligibility increased from 165% of the Federal Poverty Guideline to 200% in September 2022, making about 28,000 more people potentially eligible.
- The decreased percentage between 2022 and 2023 reflects larger percentage of potentially eligible people.

Strategic Priority: Advancing a holistic approach to strengthen families

Percentage within income guidelines who receive Supplemental Nutrition Assistance Program (SNAP) by race.	2019	2020	2021	2022	2023	Goal: 2025	Goal: 2027
American Indian	59%	61%	60%	59%	50%	55%	58%
Asian	64%	65%	68%	54%	58%	60%	63%
Black or African American	83%	85%	85%	81%	75%	78%	80%
Latine/Hispanic	25%	26%	27%	26%	23%	26%	28%
Multiple Races	21%	22%	24%	26%	22%	25%	27%
White	28%	29%	28%	34%	24%	27%	30%

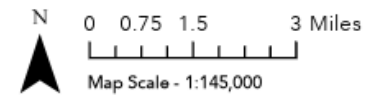


Percent of Persons at/below 150% Poverty Level

Percent of Persons at/below 150% Poverty Level

- No Data
- Less than 10.0%
- 10.1 - 20.0%
- 20.1 - 30.0%
- 30.1 - 40.0%
- More than 40.0%

Census Tract boundaries shown in white



Strategies to Increase SNAP Participation

Staff

- Staff training and awareness of resources.
- Partnering with Enterprise Services and Financial Assistance Services to expand outreach capacity

Outreach

- Food bag distribution will have links to services and benefits
- Basic needs addressed in more areas of county with comprehensive resources.

Partnerships/Support

- Eligibility screening tool
- Working with Department of Human Services
- Partnership with Information Services on Resident Relationship Management

Strategic Priority: Advancing a holistic approach to strengthen families

Performance Measure	Oct '22 – Sep '23	Q3 '23	Q4 '23	Q1 '24	Goal: '25	Goal: '27
Number of families who receive Family Coach Services	34	81	73	81	95	160

- Family Coaching is another way to achieve a holistic approach to families. Family Coaching helps families achieve their self-defined goals and become advocates for themselves and others.
- Family Coach came from Equity Action Circle recommendations and is focused on the African American and American Indian communities. Services are currently being offered in partnership with Family Values for Life, American Indian Family Center, and the American Indian Montessori.

Strategies to Increase Family Coach Programming

Staff

- Expand internal and external awareness about the program to increase referrals.

Structural Supports

- Evaluation to demonstrate success and areas for improvement.
- Sustainability and integration into operating budget.

Partnerships/Support

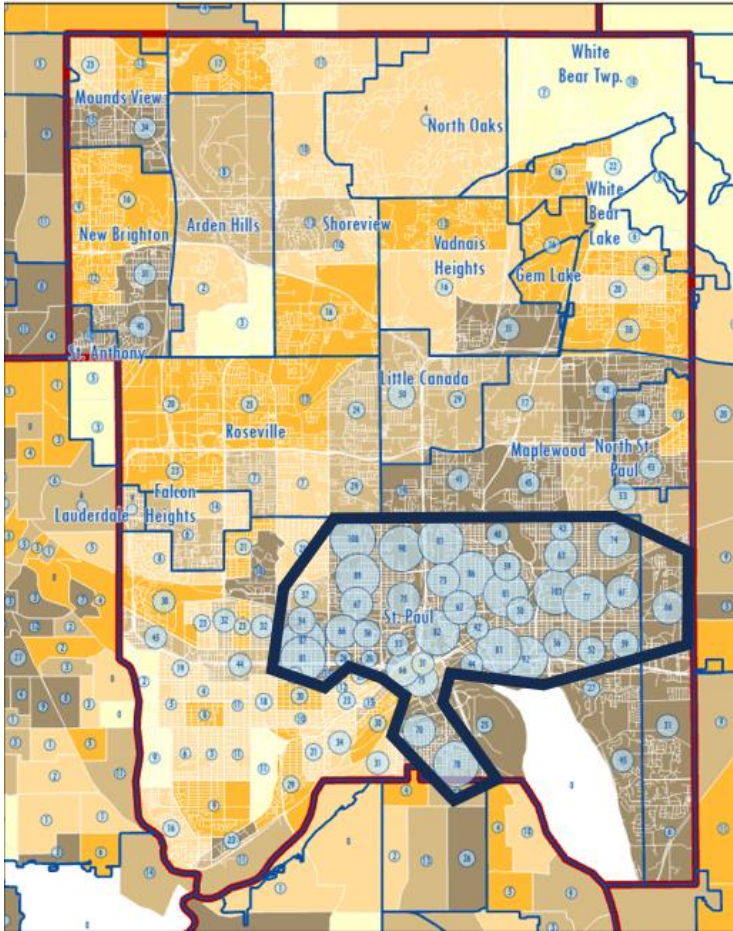
- Assess how to intentionally grow program with community and internal partners.
- Expand capacity of existing partners.

Current Funding for Holistic Approach to Families

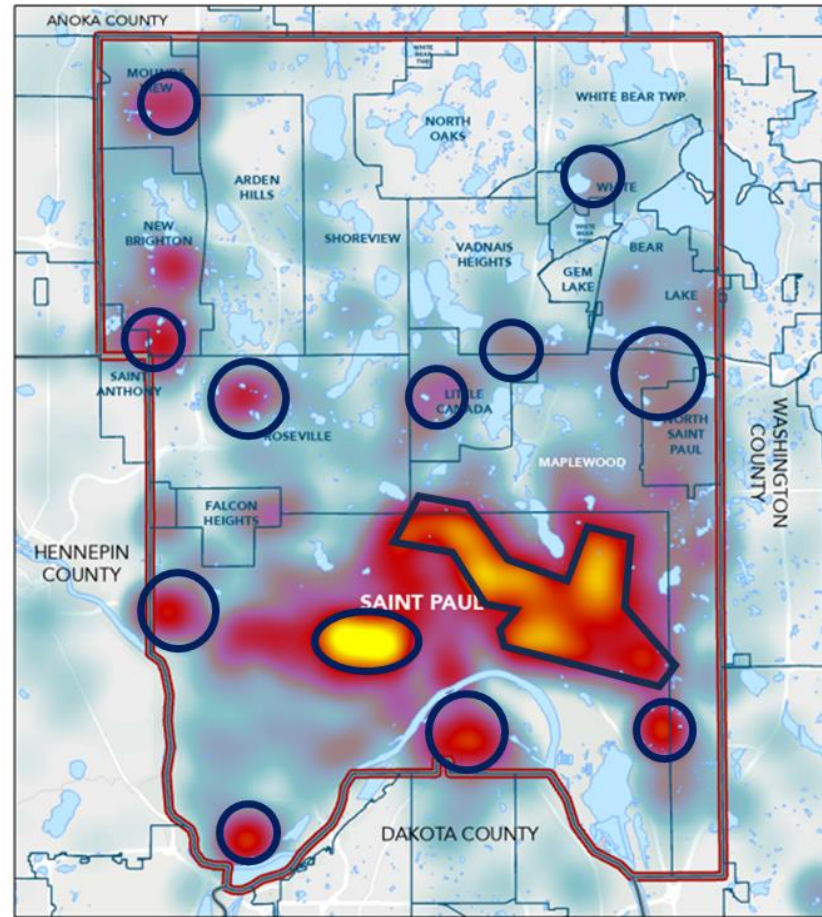
- American Rescue Plan Act.
- Strategic Priority Funding from:
 - Holistic Approach to Families.
 - Intergenerational Wealth (in partnership with Workforce Solutions).
 - Residents First.
- County Levy.
- Community Engagement funding.

How will these performance measures and strategies improve outcomes and inform your 2026-2027 budget request?

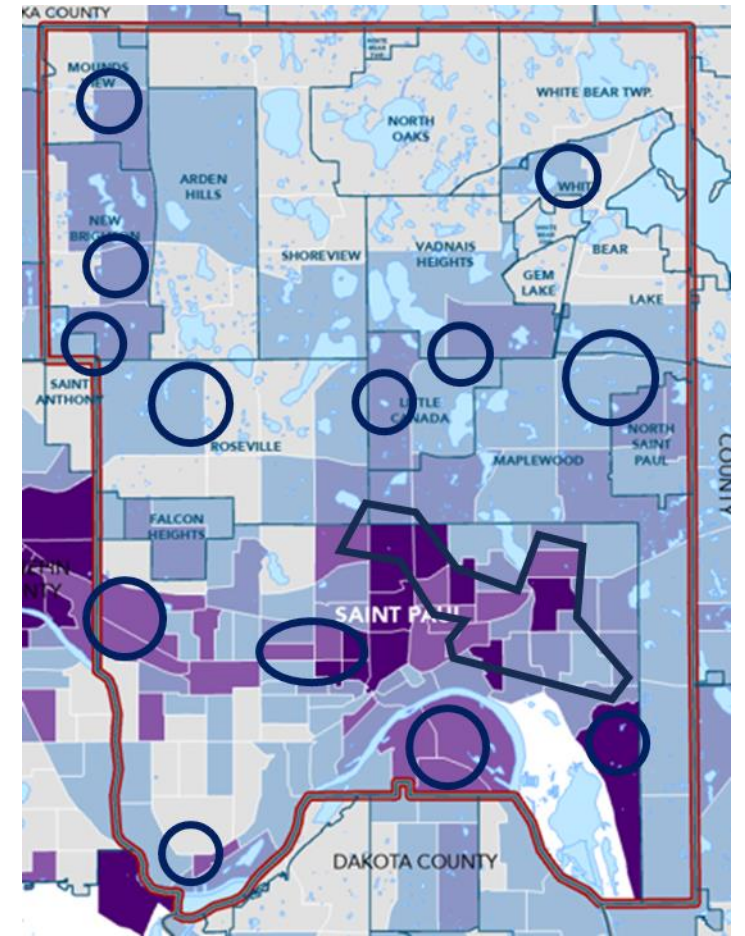
- Develop strategic planning and coordination function.
- Develop ways to integrate new strategies into operations in a way that helps departments do their core functions better.
 - Automated referral process.
 - Information sharing and data sharing approaches.
 - Early childhood supports and training.
 - Family Coach as a model.
- Funding sustainably – move from strategic priority, American Rescue Plan Act, and other one-time funding. Seeking partnerships with Department of Human Services for long-term program supports.



Individuals open on probation



Concentration of MA recipients not receiving WIC



Percent of people at/below 150% poverty level

Systemic Change for Systemic Issues

- Justice system transformation, food insecurity, and access to early childhood supports are all systemic issues that a new program, contract, or service will not solve.
- All require fundamental shifts in how we approach the issues.
- We have been laying the groundwork to create the shift in a sustainable and achievable way.



Questions?