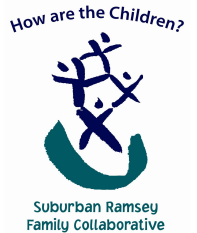


RAMSEY COUNTY BASIC NEED RESOURCES FOR COVID-19

APRIL 17, 2020

The Suburban Ramsey Family Collaborative ([SRFC](#)) has been compiling a Resource List of Basic Needs as we meet with our partners. We will continue to update this list hourly as we learn of any new resources or information related to COVID-19. Please send us ANY resources you know of and think would be helpful and continue to check back for updates! Updates may be sent to marysue.hansen@isd623.org or peggy.huot-hansen@isd623.org.

Note: If you click on the click on a category in the Table of Contents or the Show Document Icon on the left of this google doc you will see a directory that allows you to jump to each category.



Call 2-1-1

Toll Free: 800-543-7709 ;Local: 651-291-0211 OR Text your zip code to 898-211*

You can all access their ONLINE TOOLS, INFORMATION AND RESOURCES at

<https://www.211unitedway.org/>

TABLE OF CONTENTS

CHILDCARE

COMMUNITY CRISIS RESPONSE & SUPPORT

YOUTH CRISIS & SUPPORT

EMPLOYMENT

DOMESTIC VIOLENCE

FINANCIAL ASSISTANCE

FOOD

Food Shelves

Schools

Community

HEALTH

HOUSING & HOMELESSNESS SUPPORTS & SERVICES

LEGAL SERVICES

MENTAL HEALTH

REFUGEE & IMMIGRANT RESOURCES

SELF CARE

STUDENT AND PARENT RESOURCES

TAXES

TRANSPORTATION

UNEMPLOYMENT AND EMPLOYMENT

UTILITIES

VOLUNTEER OPPORTUNITIES

OTHER

UPDATES REGARDING COVID-19

CHILDCARE

- **ARE YOU A PARENT OR GUARDIAN IN NEED OF CHILD CARE?** Information for Families: Responding to COVID-19 - [CHILD CARE FOR CRITICAL SECTORS](#)
- **School-aged Care** - You have several options - Check with you **local School District**, each school district is providing emergency child care for free for critical workers, health care employees and first responders for school age students, at various sites within your school district:
 - Roseville Area Schools- register at this [link](#)
 - White Bear Lake
 - Moundsvew Area Schools
 - North St. Paul/ Maplewood

- St. Paul Schools
- **School Age Care** – Our **YMCA** offers school age care in 22 Y locations for essential workers who must work to maintain our community's infrastructure. The Y also continues to collaborate with districts to provide school age care at schools for children of health care employees, first responders and critical workers who keep our community safe and healthy.
 - Mounds View Community Center
 - YMCA in Shoreview
 - White Bear Area YMCA
 - Maplewood Community Center YMCA
 - St. Paul Midway YMCA
 - St. Paul Eastside YMCA

COMMUNITY CRISIS RESPONSE & SUPPORT

- **Ramsey County Sheriff's Office** announced the formation of the COVID "Help Team." For the duration of the COVID-19 pandemic the Help Team will assist those in the community who are most at risk and vulnerable during this time. The Help Team serves anyone in need in Ramsey County who requires assistance or support as a result of the COVID-19 pandemic. The Help Team can help with the pick-up and delivery of prescription medication, pre-paid food, and groceries; delivery of food, medication, and other essentials that have been donated; coordination of the collection of donated items based on current community needs; and, provide referrals, including social services, financial assistance, medical assistance, mental health, and others. People will be able to call, text, or email for assistance from 8:00 am to 8:00 pm Monday through Friday, and from 10:00 am to 4:00 pm on Saturday and Sunday. The phone number 651-448-3874 (call or text) and the email address is HelpTeam@co.ramsey.mn.us. Please note this is not a replacement to 9-1-1; always call 9-1-1 for emergencies or when immediate law enforcement services are needed.
- **Crisis text services** are available 24/7 if you or someone you care about is having a mental health crisis.
 - **CRISIS (274747).
 - Call ** CRISIS from a cell phone to talk to professionals who can help
 - Calling from a landline? See the [directory of local mental health crisis phone numbers](#).
 - Crisis Text Line: Text MN to 741 741
 - Free help for people across Minnesota who are having a mental health crisis or are contemplating suicide. [Video](#)
- **Ramsey County Children's Crisis Response Services will continue to be in full operation. These services include: 24/7 crisis services. Contact the mobile crisis team by calling 651-266-7878.** Ramsey County's mobile crisis team provides stabilization services, de-escalation, crisis intervention, mental health assessments and initial crisis plans. Crisis services are available to all children in homes, schools or institutions in Ramsey County, regardless of the family's ability to pay or type of insurance. They do have a set of screening questions they will ask families related to viral symptoms and will take proper precautions as outlined by Public Health and the CDC.
- **Breaking Free** helps women escape systems of prostitution and sexual exploitation through direct services, including advocacy, housing, education and immediate action. During this time, the Drop-In Shelter a 770 University Ave W. Saint Paul is open, the Emergency Shelter is open but at capacity and they are doing Street Outreach three times a week providing food, hot chocolate and outreach kits primarily to those under the Robert Street Bridge, Light Rail and University Ave. 651- 645-6557.
- **SAMHSA Disaster Distress Helpline:** 24/7, 365-day-a-year crisis counseling and support for people experiencing emotional distress related to natural or human-caused disasters. Call 1-800-985-5990 or text TalkWithUs to 66746 to connect with a trained crisis counselor.
- **National Suicide Prevention Lifeline:** 24/7, 365-day-a-year hotline for people experiencing suicidal crisis or emotional crisis.distress. Call 1-800-273-8255 or [click here](#) to chat.

YOUTH CRISIS & SUPPORT

- **Brittany's Place is a 24/7/365 emergency shelter and program for girls 18 and under who are at risk for or who have experienced sex trafficking.** For information call: (651) 287-4801 or email

mary.mcroyc180degrees.org Services include private rooms, food, clothing, healthcare, counseling, support groups, on-site education, recreation, and healing programs to address trauma and move forward. More info at www.180degrees.org

- **The YMCA Youth Resource Line** is a free resource line for youth and young adults 12-24 who are in need of community resources. Any youth in need of support can call the **YMCA Youth Resource Line** at 763-493-3052. People should leave a message with a contact number explaining their need. A Youth Support Specialist will call them back within two hours between 8AM-8PM with resources. They can also email YRL@ymcamn.org.
- **The YMCA Mobile Case Management** provides supportive 1:1 help processing accurate information-managing mental, chemical and physical health concerns, creating safety plans for youth (we connected with 283 youth to create safety plans in the first 48 hours of Covid-19 crisis). We are currently providing virtual case management ongoing to several hundred youth on our caseloads and many of those need resources to stay connected (i.e. phones or minutes and/or devices to access internet such as ipads).612 432 5129

EMPLOYMENT

- **New!** Virtual "Employers of the Day" event, Monday, April 13, 10 - 11 a.m. To register prior to the event, people can [visit](#) Pre-registration is not required. Event links and registration are also posted on the Hennepin County Employment Service web page. Guests can join the event [online](#) or by phone at 612-543-9329, using participant code 52660138. Each employer -- Mains'I and Minnesota Veterans Home -- will give a presentation about their company, the positions they are currently hiring for and how to apply. After each presentation, there will be a short, guided question-and-answer session. This event is free and open to all career seekers, workforce professionals, employment services staff, counselors, etc.
- **New!** [Job Connect](#) has a current job openings, virtual events, resources and trainings.

DOMESTIC VIOLENCE

- **Tubman's** emergency shelter and transitional housing programs for homeless victims of domestic violence remain open. Our 24-hour resource line at 612-825-0000 is still available. Legal services, including writing Orders for Protection, will continue, done remotely as much as possible and using electronic signatures on forms when possible. Our staff continues to work with the court system on hearings.
- **Women's Advocates:** [Safety Resource Hub](#) is an online resource that is a helpful way to navigate the process of finding help and staying safe.
- **SAFE, case management and support for African American women and their children experiencing domestic violence.** Case managers assist clients access resources including housing, shelter, food, counseling. Case managers support women wherever they are on their journey. Led by an African American team, services are culturally-specific. Case managers work in the community, so clients can discreetly and easily access services. Contact: Carla.mcpipe@180degrees.org or Akello.Alay@180degrees.org More info at www.180degrees.org
- **National Domestic Violence Hotline** 1-800-799-SAFE (7233) TTY 1- 800-787-3224 Email and live chat are also available at <https://www.thehotline.org/>

FINANCIAL ASSISTANCE

- **New! East Metro's Beyond Backgrounds** - If you are working with individuals who have the ability to pay rent but are struggling to find housing because of barriers to renting, please know that the East Metro's Beyond Backgrounds program has capacity and the ability to help. With a [quick on-line referral process](#) you can refer an East Metro (Ramsey, Dakota or Washington County) client who:
 - Is in need of housing,
 - Has criminal, credit and/or rental history (e.g. eviction) barriers,
 - Makes at least \$15/hr or \$2,500/month or is receiving a subsidy or voucher to pay rent, and
 - Is receiving or has received services for Mental Health and/or Substance Use DisorderOnce they're referred to the program Justin, a Certified Peer Recovery Coach, will engage with them and help support their housing search, with access to landlords who have agreed to consider these types of

rentals. Email Justin to learn more about the program, or have him come out to a staff meeting to explain the program and meet your team. Justin is working virtually and in-person to support individuals. He can also do a Zoom meeting with your staff to explain the program and answer any questions.

- **The Restaurant Employee Relief Fund (“Fund”)** was created to help restaurant industry employees experiencing extraordinary hardship in the wake of the coronavirus disease (COVID-19) outbreak. Through this Fund, grants will be made to restaurant industry employees who have been impacted by COVID-19, including a decrease in wages or loss of employment. Grants will be awarded as soon as possible to those individuals who meet the prescribed eligibility criteria, as reviewed and verified by the National Restaurant Association Educational Foundation (NRAEF). Click [here](#) to access an application.
- **Apply for cash emergency and food assistance (SNAP) online at applymn.dhs.mn.gov**
- **Ramsey County Services Financial Assistance** -The [Government Center East Building](#) will remain closed for in-person appointments until April 15. The building will be one of six county buildings where residents can drop-off forms and, during limited hours, make a phone call to access county services.
 - Residents are encouraged to apply for cash, emergency and food (SNAP) assistance at applymn.dhs.mn.gov.
 - Before applying, residents can see if they are eligible for ApplyMN programs at mn.bridgetobenefits.org
 - Residents are encouraged to apply for health insurance at mnsure.org.
 - All Financial Assistance intake interviews, including Emergency Assistance, will take place over the phone, rather than in-person. Call 651-266-4444 to set one up.
 - Clients can send applications and verifications in via fax 651-266-3942 or drop them off in the drop box outside of the [Government Center East Building](#). The Government Center East Building is closed for regular in-person appointments until April 15; limited walk-up service is available for individuals as a last resort option for any issue involving Ramsey County that cannot be resolved online or by phone and email. The building is also one of several county buildings where residents can drop off forms and, during limited hours, make a phone call to access county services.
 - Residents are encouraged to apply for cash, emergency and food (SNAP) assistance at applymn.dhs.mn.gov.
 - Before applying, residents can see if they are eligible for ApplyMN programs at mn.bridgetobenefits.org.
 - Residents are encouraged to apply for health insurance at mnsure.org.
 - All Financial Assistance intake interviews, including Emergency Assistance, will take place over the phone, rather than in-person. Call 651-266-4444 to set one up.
 - Clients can send applications and verifications in via fax 651-266-3942 or drop them off in the drop box outside of the Government Center East Building
 - Drop-off and processing sites: for the limited situations in which it is not possible for a resident to interact with Ramsey County via telephone or online options, three locations in the city of Saint Paul and three suburban Ramsey County locations will serve as secure drop off and processing sites for documents related to all service types. These will be open during the locations’ regular business hours. Suburban locations for document dropoff only
 - Ramsey County Library – Maplewood
 - Ramsey County Library – Roseville
 - Ramsey County Library – Shoreview
 - Saint Paul locations
 - Plato Building
 - Ramsey County Government Center East
 - Saint Paul City Hall – Ramsey County Courthouse (Suite 250. Please use 4th Street entrance.)
- **WIC Program** - Due to COVID-19, all [WIC \(Women, Infants and Children\)](#) appointments will be completed over the phone. If you are a client with an upcoming appointment, a WIC nutrition educator will call you at your scheduled appointment time. Please call 651-266-1300 if you have questions.
- **Keystone Community Services** is continuing to provide crisis assistance by phone and email. Participants will not be asked to come into the office for a face to face appointment. Call 651-917-3883.
- **Merrick Community Services** provides the following support for those who meet eligibility requirements: Shelter, including Rental Assistance, Damage deposits, Housing applications, Moving expenses, Minor

- household repair; Landlord Mediation, Housing Search and Tenants' Rights; Transportation, including Gas card(s), Car repair and bus card(s); Bills, including Utilities, Past due medical and Medical or prescription copays; Individual/Basic needs, including Diapers, Hygiene items, Clothing, shoes, boots, coats,hats/mitten, Disability support (weighted blankets, sensory items), and School supplies; Household Items, including Dishes, Bedding, Furniture, Cleaning supplies, Organizational items and Bridging Referral
- **The Saint Paul Bridge Fund** includes a \$1 million investment to provide families \$2,000 of direct assistance for rent or mortgage payments. Eligible families will have:
 - Income at or below 40% Area Median Income, which is \$40,000 for a family of four,
 - At least one Saint Paul Public School student (Pre-K to 12 eligible), and
 - Experienced a loss of income due to COVID-19.

FOOD

Food Shelves

- **Hallie Q Brown** - will continue to serve registered clients who have made appointments. The Food Shelf Client Area serves residents from three zip codes, primarily in and around the Summit-University neighborhood. The Food Shelf Community Area serves residents from nineteen zip codes, primarily in and around the Twin Cities metro area. Call 651- 224-4601 ext. 210 for an appointment.
- **Keystone Community Services** - Meals on Wheels deliveries are continuing and staff are modifying operations to ensure safety of the staff, participants and volunteers. food shelf operations, including Foodmobile distributions, have been modified to ensure the safety of staff, participants and volunteers but are open Monday – Friday to provide vital food support to people in the community. 651-917-3792
- **Merrick Community Services** - Merrick's Food Shelves at Arcade and Woodland Hills are open to all Maplewood residents and those Saint Paul residents who live in Merrick's service area. Please call 651-287-2088 for more details.
- **Neighborhood House** - In order to continue serving the community in the food market during this time, we have made changes to maintain the health and safety of staff and participants. Our food market hours at the Wellstone Center are now 10 to 11:30 a.m. and 2 to 3:30 p.m. Participants should check-in at the counter to receive an emergency pre-packed bag. 651-789-3630
- **Ralph Reeder Food Shelf** - The food shelf has implemented a drive thru service model with pre-packed bags - individuals and families receive a combination of canned and boxed items, hygiene, baby items, produce, deli, dairy, etc. To make an appointment to receive free food please call the appointment line at 651-621-6280.
- **White Bear Lake Food Shelf** - Distributing pre-packed To-Go bags filled with a variety of fresh, frozen, and packaged foods (like produce, milk, eggs, and bread) will be available during regular Monday-Friday shopping hours on a drive-up basis. Neighbors can access these To-Go bags weekly or as needed. There will be no need to make an appointment for this and **any and every household is eligible to receive them**. 651-407-5310. To-Go Bags Pick up Hours:
 - Monday 10 am – 12:30 pm
 - Tuesday 4:30 pm – 7:00 pm
 - Wednesday 10 am –12:30 pm
 - Thursday 4:30 pm – 7:00 pm
 - Friday 10 am – 12:30 pm
 - **Mobile Market deliveries and Kid Packs** will also be pre-packed and delivered by food shelf staff as we continue our conversations with staff at those locations.
- **St. Paul Eastside Corps** (1019 Payne Ave) - has a food shelf Monday thru Thursday 9 to 2. Call ahead required at 651-776-2653. Food will be distributed out the side door. On Friday there is a large food distribution starting at 1:30 until the food is gone. Sack lunches will be given out of the canteen in the parking lot from 11:45 to 12:45 Monday thru Friday.

Schools

- **Mounds View School District** - School meals are a vital source of nutrition for many students. We are committed to providing free breakfast and lunch to students starting Monday, March 23 and continuing

throughout the closure. Expect additional details about times and locations in the coming days. The Ralph Reeder food shelf is open. Call ahead for an appointment - 651-621-6280. The food shelf has implemented a fast and user-friendly drive thru service model in our parking lot that provides participants with pre-packed "to-go" bags of food.

- **North St. Paul/Maplewood/Oakdale Schools** - Beginning Friday, March 20, District 622's meal pick-up program has been expanded. Students 18 years of age and younger can pick up a free bagged breakfast and lunch every weekday, Monday - Friday, while schools are closed due to COVID-19.
- Drive-through meal pick-up is available at the main entrances of Carver Elementary, Skyview Community School, and Richardson Elementary between 9:30 AM - 11:30 AM. Families and students may visit any pick-up site.
 - The drive-through pick-up sites are located at:
 - Carver Elementary: 2680 Upper Afton Rd, Maplewood, MN 55119
 - Richardson Elementary: 2400 17th Ave E, North St Paul, MN 55109
 - Skyview Community School: 1100 Heron Ave N, St Paul, MN 55128
 - Beginning on Friday, March 20, there are many sites that will have Grab & Go meals available. Meals must be picked up outside of the school bus at these locations. Visit www.isd622.org/pandemicmealprogram for a complete list of locations.
- **Roseville Area Schools** - Meals can be picked up curbside daily between 10:30 a.m. – 12:30 p.m. at Brimhall, Central Park and Little Canada elementaries. There are more than 20 additional locations where meals may be picked up at various times of day. Visit the [Roseville Food Map](#) to find a site near you.
 - If you are in need of food for your children and unable to pick up at these locations or bus stops, please [fill out this survey](#) and we will help make sure you have food access. Each delivery and pick up includes two meals. We also have additional shelf-stable food provided by our partners at The Sheridan Story as well as through generous community donations.
 - Information about how our schools are responding to COVID-19 is constantly updated at isd623.org/covid19.
- **White Bear Lake Area Schools**- Meals will be available free of charge to all children age 18 and under beginning Wednesday, March 18. Meals can be picked up from 9:30 to 10:30 a.m. on Monday, Wednesday and Friday. Two breakfasts and two lunches will be provided on Monday and Wednesday, with one breakfast and one lunch being offered on Friday. This service will be offered at the following three locations:
 - Oneka Elementary (4888 Heritage Pkwy North, Hugo, MN 55038)
 - Birch Lake Elementary (1616 Birch Lake Ave, White Bear Lake, MN 55110)
 - Willow Lane Elementary (3375 Willow Ave, White Bear Lake, MN 55110)
 - Please complete the WBLAS [Free Meal Questionnaire](#) so we can continue to plan the number of meals to prepare. Staff members will be in contact with those families who have requested home delivery. District leadership is continuing to build the plan and we will provide additional information as it is available.
- **Saint Paul Public Schools** - [COVID-19 Meal Access Plan](#). Starting on Wednesday, March 18, school bus routes will be used as meal pickup locations. Parents are asked to accompany children, and each child will be provided a 1-week supply of meals. Bus stops will be scheduled each Wednesday, Thursday and Friday. School bus drivers will be following their normal morning routes and making their normal bus stops and times on their designated day. Please click on the [link](#) for the daily schedule. All families are welcome to meet the bus at their regular bus stop to receive meals. You are encouraged to check spps.org/covid and their social media channels for additional information. All of their COVID-19 information is now available in English, [Spanish](#), [Hmong](#), [Karen](#) and [Somali](#).

Community

- **Metro Mobility Grocery and Goods Delivery** - Certified Metro Mobility customers can now order groceries and household essentials online from a store that has online shopping and local pick up. [Metro Mobility](#) will pick your order up and deliver to your house. The service is free – no fares for delivery.
- **Ruby's Pantry** is for ANYONE that eats! There is no income or residency requirement and Ruby's Pantry is for anyone looking to extend their monthly grocery budget. Each guest donates a \$20 donation and receives an abundance of grocery items. North Heights Lutheran Church in Arden Hills hosts a [Pop Up Pantry](#) the 2nd Saturday of the month. The next Next Pop-Up Pantry is Saturday April 11, 2020. Registration begins at 8:30 AM, Food bundles available 9:00-10:30 AM. 1700 Hwy 96 W, Arden Hills.

- The **Free Meals for Kids APP** is a great way to help families and kids locate free healthy meals during the pandemic. Click on the application below to download the free app.
 - [Apple:](#)
 - [Android](#)
- **Minnesota Food Helpline** 1-888-711-1151 (Helpline open M-F, 9am-5pm)
hungersolutions.org/programs/mn-food-helpline/
- **Hunger Solutions**, Enter your address to find a list of free food shelves, discount mobile markets and free meals near you hungersolutions.org
- **New! YMCA's** are now partnering with Loaves and Fishes and UnitedHealth Group to serve free healthy meals. Suburban Ramsey County sites include Maplewood, Shoreview and Shoreview. St.Paul sites include St. Paul Eastside and St. Paul Midway. Check [here](#) for a complete list of sites.
- **YMCA-Maplewood (2100 White Bear Avenue, Maplewood)**, open 8:30 a.m.-5 p.m. Provides free meals for kids during COVID-19 school closures. Food made possible by the [Sheridan Story](#). During school closures due to the COVID-19 outbreak, the YMCA will provide:
 - Non-perishable food items
 - Computer time
 - Assistance in filing for unemployment
 - Assistance in job searches
 - Other items upon request
 - 7 days of breakfast and lunch for ALL youth under the age of 18! Please connect with a team member to participate. Non-residents qualify.
- **YMCA - Maple Ponds Homes Neighborhood Center** (1854 Beebe Road, Maplewood), (same hours and duration as YMCA-Maplewood) During school closures due to the COVID-19 outbreak, the YMCA will provide:
 - Non-perishable food items
 - Computer time
 - Assistance in filing for unemployment
 - Assistance in job searches
 - Other items upon request
 - 7 days of breakfast and lunch for ALL youth under the age of 18! Please connect with a team member to participate. Non-residents qualify.
- **WIC Program** WIC appointments will be conducted over the phone. A WIC nutrition educator will call you at your scheduled appointment time. Call 651-266-1300 with questions. All WIC Clinics, except the New Brighton location, will also remain open for appointments and limited walk-in service in adherence to all social distancing requirements.
- [Hunger Solutions MN: Find Help Map](#): Search for resources near you and learn about important changes to services at local food shelves during COVID-19.
- Prefer to talk to a person? Call the Minnesota Food HelpLine at 1-888-711-1151.
- [Hunger Solutions MN: Meals for Kids](#): A map of locations where families and kids can go to get a free meal during statewide school closures. Find a meal or submit a site to be added to the map.

HEALTH

- **Minnesota's health plans have agreed to waive costs for treatment of COVID-19.** Minnesotans with commercial insurance—including individuals, small businesses, and some large businesses—are now eligible for the following benefits:
 - Minnesotans will have no cost-sharing charges for COVID testing.
 - Minnesotans who are hospitalized will have no cost-sharing charges for in-network hospitalization.
 - Minnesotans will have expanded access to telemedicine services. This will help people stay home and access care if they need it.
 - Minnesota's non-profit health plans that have committed to this framework:
 - Blue Cross and Blue Shield of Minnesota
 - HealthPartners

- Hennepin Health
 - Medica
 - PreferredOne
 - UCare
- Many Minnesotans that receive coverage through their employer have self-insured plans. The Departments of Health and Commerce do not have regulatory authority over these plans but are encouraging employers to work with their plan administrators to implement similar measures.
- **MNSure is offering a special enrollment period (SEP)** for qualified individuals who are currently without insurance in response to the potential growth of coronavirus (COVID-19) cases. This SEP will allow uninsured individuals 30 days to enroll in health insurance coverage through MNSure. This SEP runs Monday, March 23 through Tuesday, April 21. For more information, visit [MNSure: Coronavirus \(COVID-19\) Emergency Special Enrollment Period](#).
- **MNSure is making COVID-19 Diagnostic Testing available at no cost** for those enrolled through MNSure. All four medical insurance companies that sell private health insurance plans on MNSure are waiving co-pays, co-insurance and deductibles related to coronavirus Disease 2019(COVID-19) diagnostic testing.
 - Minnesotans who are enrolled in these plans will have no costs associated with medically directed testing in compliance with the Centers for Disease Control guidance.
- **MNSure** has also added information if you [Lost or Will Lose Health Coverage](#)
- **AIDSLine HIV Resource Guide**, Minnesota's largest database of HIV-related services. Whether you are looking for HIV testing options, looking to access HIV-related public programs, or helping a member of our community navigate HIV services, the HIV Resource Guide has you covered. Can't find what you are looking for? Have a question about a specific program? Contact the Minnesota AIDSLine at (612)–373–2437 or (800)–248–2437, or by email, provides <https://www.justushealth.org/aidsline>
- **St Paul Schools** - Three Health Start clinics remain open for well-care, nutrition support, mental health support and health education this week. They are Como Park Senior High School, Harding High School and Gordon Parks High School. New hours are 10 a.m.-3 p.m.for appointments and walk-in care. Visit the [Health & Wellness](#) page for more information, including guidelines for keeping your family healthy during this time.
- **Multilingual Health Information**
 - [COVID-19 Prevention Tips in ASL from the CDC](#)
 - [COVID-19 PSA created by the Minnesota Department of Health](#)
 - [2019 ኮሮናቫይረስ በሽታ \(ኮቪድ-19\)](#)
 - 2019 [فيروس كورونا المستجد](#)
 - [2019 Novel Coronavirus Hmoob](#)
 - [Koronafayraska Cusub ee 2019](#)
 - [Enfermedad del Coronavirus 2019 \(COVID-19\)](#)
 - [Loại coronavirus mới 2019 \(COVID-19\)](#)
 - [COVID-19 KAREN](#)
 - Twin Cities PBS: [Coronavirus: An Almanac Special](#)

HOUSING & HOMELESSNESS SUPPORTS & SERVICES

- **Suspending Evictions** - Governor Walz signed Executive Order 20-14 to suspend eviction proceedings during the COVID-19 peacetime emergency. Loss of housing is catastrophic at any time, and during the COVID-19 pandemic, this loss endangers the health and well-being of all Minnesotans. While this order clarifies that tenants who can continue to pay rent during the peacetime emergency should continue to do so, landlords and financial institutions cannot begin eviction proceedings that would remove tenants from stable housing. If you believe your landlord is violating this order, complete this [on-line complaint form](#). What is Suspended During This Order?
 - Filing residential evictions

- Lease terminations
- Carrying out a Writ of Recovery: Enforcing an eviction through forcible removal of a household by a sheriff or other officer
- The order also requests that lenders suspend foreclosures.
- Tenants and homeowners continue to be responsible to pay rent and mortgage payments on time.

For Tenants:

- *Rent is not reduced or waived during this suspension.* Once the suspension has ended, owners can file for evictions and removals can be enforced.
- If you do not pay your rent, it could cause credit problems that will impact future housing options and those payments are critical for landlords/owners to pay their bills.
- Having trouble making rent? First, be in touch with your landlord right away. Reach out early to discuss potential payment plans or accommodations. Second, you may be eligible for assistance. Check any of the resource listed below:
- **Community Support Center** works with residents of New Brighton, Mounds View, North Oaks, Shoreview, or Arden Hills to prevent homelessness, solve financial crises and provide long-term relationships. 651-387-8050
- **Neighborhood House** is suspending our housing crisis clinics, instead offering phone support, triage and then clear next steps to prevent eviction so families can stay stably housed. We are focusing on the homeless to get people in housing asap as well. We will meet families minimally if needed. Please call 651-789-2500 if there are any questions or needs. For assistance please complete this [form](#).
- **St. Andrews Resource Center** has rental assistance (with eligibility requirements) for areas of suburban Ramsey and Washington County. If people are needing rental assistance, please call 651-762-9124 and we will screen them for preliminary eligibility.
- [The Safe Space](#) operated by Model Cities is open and accepting shelter guests under relatively normal service. Capacity is slightly reduced for social distancing recommendations.
- **YMCA - all programs are continuing as usual, just virtually. Putting a hold on in person programming** but doing intakes with youth and providing assistance virtually as much as possible. They are continuing street and community based outreach and moving unstably housed youth into housing where possible including hotels/when if we can.
- **CDC Interim Guidance for Homeless Assistance Providers** on Covid-19 (Issued March 9, 2020): <https://www.hudexchange.info/news/materials-posted-infectious-disease-preparedness-guidance-for-homeless-assistance-providers/>
- **Housing Link has created [COVID-19 resource page](#) for renters features the following information:**
 - Evictions: Specifically tracking the executive orders of MN Governor Tim Walz
 - Unemployment Insurance
 - Emergency Assistance
 - Food
 - Utilities
 - Internet
 - Effective communication with landlords
- **MDH Coronavirus Site:** <https://www.health.state.mn.us/diseases/coronavirus/index.html>
- **National Healthcare for the Homeless COVID-19 Site:** <https://nhchc.org/clinical-practice/diseases-and-conditions/influenza/>
- **New!** Homeownership Center has created a [Housing resource list of information](#)

Information for Emergency Shelters

- **Key staff at shelters are eligible for free childcare provided through the schools.** To arrange free childcare, you should contact the school district directly. If you have any questions:
 - **E-mail:** COVID-19.Questions.MDE@state.mn.us
 - **Call:** 651-297-1304 | 1-800-657-3504.
 - **Website:** [Click here](#) for additional up-to-date information found on the Minnesota Department of Education's webpage

LEGAL SERVICES

- **SOS – Sexual Violence Services;** Liz De La Torre, Hablo Español/Asesora | Fluent in Spanish/Advocate | She/Her/Hers, Legal Services Coordinator 555 Cedar Street, Saint Paul, MN, 55101. **24 hour line: 651-266-1000.** Desk: 651-266-1281 | Work Cell: 651-249-9669
- **Southern Minnesota Regional Legal Services (SMRLS)** Offers free legal help to low-income and senior citizen (60+) clients in a full range of civil matters. To get help call 1-888-575-2954, apply [online](#), or visit [am I eligible](#).

MENTAL HEALTH

- **New! The Salvation Army** is hosting **Emotional and Spiritual Care Hotline**, Call 1-877-220-4195 8 a.m. to 8 p.m. Anyone who is feeling lonely, fearful or hopeless during the coronavirus outbreak can call the hotline number to reach a friendly and reassuring voice. Trained Salvation Army Officers, employees and volunteers will be available to talk, listen, comfort, and pray for individuals, families and situations.
- **Ramsey County Children’s Mental Health Collaborative** offers text support. Text the word FAMILY to 56525 to get connected with us. Then they can ask us questions, get resource connections and support. We answer pretty quickly throughout the week, evenings, and weekends. We also have our website resources for mental health and our [Community Bulletin Board](#) which includes Mental Health and other local/ time-sensitive resources. We update it throughout the day.
- **Minnesota Care Partners** is offering telehealth options for all services, for those who have insurance. They will continue to accept new referrals and get creative with delivering care.
- **Natalis** In response to the COVID-19, will be utilizing V-See as a Telehealth alternative to in clinic visits. This does not mean our clinic is closed but that individuals may opt to utilize this service to lower risk factors of contracting COVID-19. Please click the following links for our [Consent Form](#) and [Instructions on V-See](#). If you are unable to fill out and return our consent form please email us at solutions@natalispsychology.com with the best phone number to reach you and one of our administrative professionals will contact you at the number provided in your email to perform a verbal authorization for these services.
- **Northeast Youth & Family Services (NYFS)** is providing telehealth services and no face-to-face appointments during the shelter-in-place order. We have openings for new clients and families of all ages. If families do not have internet access we have a telehealth privacy room available at the NYFS Shoreview location for NYFS clients. will only provide services on location at their Shoreview and White Bear Lake offices. Until further notice, they will only provide services to individuals, couples and families. Children of clients who are not included in the therapeutic process are asked to remain at home or with a trusted provider. Shoreview office phone: 651-486-3808; White Bear Area office phone: 651-429-8544.
- **Prairie Care** is offering [telehealth services](#) for new and established patients. Call 952-826-8475 for a free needs assessment.
- **The Minnesota Warmline** provides a peer-to-peer approach to mental health recovery, support and wellness. Calls are answered by our team of professionally trained Certified Peer Specialists, who have first hand experience living with a mental health condition. Open Monday-Saturday, 5pm to 10pm. Call 651-288-0400.
- **Minnesota Mental Health Helpline** -Whether you’re looking for information about mental health programs and services that might help you or a loved one or just need to know more about the options, we’re here to help. Call 1-800-862-1799.
- **NAMI Minnesota**
 - **Join NAMI Minnesota for a variety of free on-line classes, including such topics such as self-care, dealing with stress caused by COVID-19, children’s mental health, and more. Visit <https://namimn.org/education-public-awareness/classes/scheduled/> for details.**
 - **NAMI Minnesota is offering free online support groups for individuals managing mental illnesses, family members of people who have mental illnesses, and parents of children with mental illnesses. Details and links to these support groups are located at <https://namimn.org/support/nami-minnesota-support-groups/>.**
 - **Find more information from NAMI Minnesota here: [Mental Health Support and COVID-19](#). Also find important information from the Minnesota Department of Health and other agencies covering a number of areas that you may have questions about here: [NAMI Covid-19 Resources 3-30-20](#).**

- **NAMI Minnesota is also offering a Covid-19 Parent & Caregivers Resource Guide (3-24-20)**
- **Walk-In Counseling Center** is continuing to see folks at Family Tree Clinic in St. Paul at this time. **They provide free, anonymous, confidential counseling.**
- Online resources:
 - [Change to Chill](#)
 - [Health Powered Kids](#)
 - A guide to managing mental stress and anxiety for anyone who may feel stress or anxiety about COVID-19 "[Manage Anxiety & Stress](#)." Center for Disease Control and Prevention. 2020.
 - The Jed Foundation [Tips for Self-Care and Managing Stress](#)
 - Substance Abuse and Mental Health Services Administration (SAMHSA) [Taking Care of Your Behavioral Health: Tips for Social Distancing, Quarantine, and Isolation During an Infectious Disease Outbreak](#)
 - SAMHSA [Coping With Stress During Infectious Disease Outbreaks](#)
 - The National Child Traumatic Stress Network [Parent/Caregiver Guide to Helping Families Cope with the Coronavirus Disease 2019](#) (English, Spanish, and Chinese versions available).
 - Child Mind Institute [Talking to Kids About the Coronavirus](#)
 - [Age appropriate responses for toddlers](#) with questions about the Coronavirus
 - [Ten free mental health apps](#)

REFUGEE & IMMIGRANT RESOURCES

- Assistants Minnesota Resettlement Network can help connect refugees with: Activities required to address needs and connect to community resources; County assistance navigation; Childcare; Interpreting; Reading mail; ELL enrollment; Housing search; Energy assistance; Youth activities; Drivers Ed classes; Community engagement; Elder care; Unemployment; Helpline for domestic violence, trafficking, homelessness (24/7)
 - Roseville: Sawchristeh Sayoo, chech@mnkaren.org, 651-202-3104 or Marner Saw, Msaw@mnkaren.org, 651-202-3103
 - St. Paul: Kiloloma Kisongo, Kilo.kisongo@voiceinthew.org, 612-227-5871 or Laymu Paw, Laymupaw@mnkaren.org, 651-202-3131
- Children born in the United States may be eligible for public assistance (SNAP, MFIP, and Healthcare) if they meet eligibility requirements, regardless of their parent's immigration status. Parents may apply on behalf of their children born in the United States. SNAP application can be expedited if an applicant meets the need of one of the questions on the "Do you need help right away?" section (on the bottom of page 1 of the application). Online applications are encouraged through <https://applymn.dhs.mn.gov>. See *Financial Assistance section for further details*.
- Immigrant Law Center of Minnesota (ILCM) hosted two Facebook Live events on 03/31 entitled "Immigration and Covid-19." An ILCM Justice Fellow, Evangeline did the first Facebook event in English Another attorney, Tim Sanders Szabo, did the Spanish version. The recorded versions are available on the [ILCM's Facebook page](#).
- **CLUES COVID-19 Hotline: 651-768-0000** - At CLUES, the health, safety and wellbeing of our staff, program participants, volunteers and community partners is of the utmost importance. We are monitoring the developing COVID-19 (Coronavirus) situation and are taking necessary precautions to minimize the exposure and spread of the disease to our staff, volunteers and the communities we serve. Learn [more below about COVID-19](#), how CLUES programs and services are affected, and what additional community resources are available.
- **New! CLUES** has staff and volunteers ready to offer bilingual (Spanish/English) remote tutoring services or any other help with school projects that you need. We can offer support through multiple video chat services including; Zoom, Google Hangouts, Facetime, and What's App. We can also offer support over the phone for those who don't have internet access. To schedule a tutoring appointment or ask for other help, contact Jenny Serrato at 651-379-4230 or jserrato@clues.org. Please reach out. You are not alone! We are here to help you. http://www.clues.org/wp_english/coronavirus/

SELF CARE

- [Change to Chill](#)
- [Health Powered Kids](#)

- Ramsey County Children's Mental Health Collaborative [Coronavirus Calm](#)
- [YMCA 360](#): Your Virtual YMCA with online Yoga, Bootcamp and Barre workout videos and [Mindfulness Tips and Techniques \(YMCA\)](#)
 - The [YMCA Shoreview Facebook](#) page we have started doing Facebook LIVE classes (yoga, meditation, and many more) a great way to engage in FREE activity!!
- [Quick Tips to Take Care of Your Wellbeing During the COVID-19 pandemic](#)
- [Staying Active Outside During COVID-19](#) - Resources and Ideas for SPPS Families and Staff
- **Irreducible Grace**
 - [Finding the Pause Video Series](#) - will provide online videos, activities, and resources for anyone and everyone as we journey through this "new normal."
 - [Self-Care Sundays](#) - Yoga with Jan Mandall and Art Share, March 29, 2:00P.M. for a live stream yoga session.
- [Ideas for Staying Active Outside During COVID-19](#)
- **Calm in the Time of Coronavirus** - A [free online program](#) to help us build individual and community resilience during this stressful time. April 1 - May 20 Live Talks on Wednesdays, led by Henry Emmons, MD, with Resilience Resources for Parents & Kids led by Tim Culbert, MD.
- **Extension's Children, Youth & Family Consortium (CYFC)** has created the new resource ["Taking care of yourself in isolation"](#) to help you learn ways to support your mental health, maintain healthy communication and prevent isolation.
- **Minnesota Communities Caring for Children, Practicing Resilience in Community**, 12:30 p.m. weekdays starting Monday March 23, 2020. Minnesota Communities Caring for Children invites you to join us in a daily, 30-minute, family-friendly practice of resilience, M-F at 12:30 p.m. on Zoom. No pre-registration required! Just join any day you are available using one of the following methods:
 - Join using a computer or smartphone by clicking this link and following the instructions: <https://zoom.us/j/145915007>
 - Or join by phone only at: +1 312 626 6799 Meeting ID: 145 915 007
- **Reducing Stress and Restoring Hope** - [A free workshop](#) through the Center for Mind-Body Medicine
- **Free MindMatters Online Series** to help you develop skills and coping mechanisms to overcome anxiety and build resilience.
- **Spirit of the Lake Yoga** - Based in Minnesota, Spirit of the Lake is now offering dozens of free weekly yoga classes as often as three times a day. The virtual classes are free and accessible on computers and mobile devices. Learn more [here](#).
- **Waking Up Meditation Course** - Meditation course led by neuroscientist Sam Harris. Currently offering a free subscription for those unable to pay. Email support@samharris.org. Learn more [here](#).
- **Ramsey County Parks & Recreation** is committed to providing efficient, effective and equitable operational approaches during the coronavirus pandemic. Modified services are in place. Learn more at ramseycounty.us/coronavirus. The public is welcome to walk trails and be in parks during this time. Please continue to practice social distancing by maintaining at least 6 feet between yourself and others at the park. **All park playgrounds, including Discovery Hollow at Tamarack Nature Center, are closed.**
- **New!** The Wayzata School District has created a [Virtual Calming Room](#), designed to assist students in locating different strategies and tools for managing their emotions.

STUDENT AND PARENT RESOURCES

- **Get Chromebooks For 75% off to Help With Distance Learning.** As families and school districts prepare for weeks or perhaps months of distance learning, Minnesota Afterschool Advance (MAA) is here to help! The same tax credit MAA uses to help families pay for afterschool and summer activities can also be used to get 75% off up to \$200 of computer hardware, like Chromebooks, per family. To determine your eligibility and submit an application click [here](#).
- **A guide on how to talk to your children about the virus and support them through this time.** ["Talking to Children About Covid-19"](#). National Association of School Psychologists. 2020. (Translated in 6 languages)

- **Junior Achievement** is now providing free online resources to teachers and parents to keep our children engaged, inspired, and educationally challenged. In response to the COVID-19 guidelines, the organization quickly enhanced its digital program portfolio to make select programs and lessons available to the public. Parents will find a variety of learning materials that children can do on their own, with a parent or other caring adult. K-12 educators can also access new and existing JA programs through the national JA USA Learning Management System. [Register](#) here for online resources.
- [Online Museum Tours](#) - Google Arts & Culture teamed up with over 500 museums/galleries around the world to bring everyone virtual tours and online exhibits of some of the most famous museums around the world.
- **Ramsey County Library** In consideration of so many closings due to concerns surrounding COVID-19, Ramsey County Library has put in place some virtual offerings to assist K-12 students. Ramsey County Library card will provide access to two websites and apps with e-books and e-audiobooks. First is [cloudLibrary](#), which includes 1,038 Young Adult fiction e-audiobooks and 8,826 Young Adult fiction e-books as well as another 360 Young Adult nonfiction titles **RBdigital** which has another 191 e-audiobook titles as well as e-magazines.
- **Sprockets** [COVID-19 Resources](#), including Media Recommendations and Recommendations for At-home Learning
- The **Minnesota Children's Museum** is sharing daily learning activities, creativity challenges and more.
- The **Science Museum of Minnesota** is sharing at-home science activities for all ages.
- Learn about history online with the **Minnesota Historical Society**.
- LUNCH DOODLES with Mo Willems! <https://www.youtube.com/watch?v=RmzjCPQv3y8>
- The World Health Organization created [Parenting in the time of Covid-19](#) to help parents interact constructively with their children during this time of confinement, covering topics such as planning one-on-one time, staying positive, creating a daily routine, avoiding bad behaviour, managing stress, and talking about COVID-19.
- [Mindfulness and the Brain—How to Explain It to Children](#)
- [Supporting Kids During the Coronavirus Crisis](#) Tips for nurturing and protecting children at home
- [ELibrary MN](#)
- [Ebooks Minnesota](#) Consists of an online ebook collection for all Minnesotans covering a wide variety of subjects for readers of all ages and featuring content from our state's independent publishers.
- [Ebooks Minnesota K-5 Collection](#) In this exciting compilation of titles for young readers, children will learn and explore fun, vibrant books on a wide range of topics.
- [Ebooks Minnesota Middle School Collection](#) In this diverse collection of titles, middle grade readers will find books on a variety of educational and entertaining topics.
- [Gale Virtual Reference Library](#) Collection of 25 online reference books and encyclopedias covering topics from Art to History to Medicine.
- [20 Learning Activities to Keep Kids Busy](#) by **Understood.org**
- [Top 25 Podcasts for Kids & Teens](#) by **Common Sense Media**
- [Free Audible Books](#) – **Audible** is offering free streaming of audiobooks while schools are closed
- [Scholastic Learn at Home](#) – Day-by-day projects to keep kids reading, thinking, and growing
- [Starfall](#) – Activities and games that assist children in growing their reading capacity K-3
- **The National Child Traumatic Stress Network** has created a [Simple Activities for Children And Adolescents](#)
- [Dr. Micah keeps your family healthy!](#)
- [The Secret to Keeping Your Kids Happy, Busy and Learning if Their School Closes Due to Coronavirus](#)
- [What To Say To Kids When The News Is Scary](#)
- [Parents Share Their Tiny Victories While Working From Home With Kids](#)
- **New!** [Lions Quest for Parents and Caregivers](#) - Parents, caregivers, and educators are searching for activities to help engage and support students and reduce stress during these difficult times. At Lions Quest, we've adapted some of our lessons and resources for educators to use in e-learning and distance learning settings, and for parents to use at home with their children.
- **New!** **Call to Mind** has created [COVID-19 Wellness Resources](#), because with so much uncertainty in the world it's important that you take care of your mind and your body.

- **New! Curbside service available from Ramsey County Library.** Curbside pickup of books, CDs, DVDs, games and more is available at the Maplewood, Roseville and Shoreview libraries. Watch the curbside service video for details or view modified service information.
- **New! Tamarack Nature Center** educational events. Tamarack Nature Center recently launched their first set of virtual programs that can be enjoyed from home. Each week will focus on a new nature topic. Start off by discovering how maple syrup is made in Sap to Syrup, and tune in as more videos are shared through Facebook and YouTube. This week, we're learning all about frogs!
- **New! Virtual visits to Landmark Center** - Landmark Center is offering several options for interesting and entertaining virtual experiences and online events. The current schedule includes "Ballet Tuesday," weekly presentations of past theater productions, and a sampling from the to-be-rescheduled "Urban Expedition: Poland & Hungary."

TAXES

- **The IRS** extended the deadline for federal income tax filing and payments to July 15, 2020, for individuals and corporations. Minnesota Individual Income Tax return deadlines are also extended to July 15, 2020. For more information and updates, visit [Minnesota Department of Revenue: Our Response to COVID-19](#).
- **Alternative Tax Prep** [Options Page](#)
- **United Way** has [online tax help](#)
- **How to File Taxes if You're Experiencing Homelessness**, released by the Get It Back Campaign, a project of the Center on Budget and Policy Priorities, provides important tips and answers for tax filers who are experiencing homelessness.
- Prepare & Prosper is offering support including virtual tax preparation, help with stimulus payments, virtual financial coaching, and more.
- **New! Ramsey County Libraries** in Maplewood, Roseville and Shoreview are offering printing services. They will print:
 - Tax Documents
 - Social Service Applications
 - Online Forms
 - Website Information

TRANSPORTATION

- [Metro Transit](#) will reduce service beginning Wednesday, March 25.
- **New! Metro Mobility** is providing free transport for essential health workers to care for patients. The Metropolitan Council is transporting front line healthcare workers to provide a safe and stress-free trip to and from work. Metro Mobility is providing free door-to-door service for any person who works at a healthcare facility, 24 hours a day, 7 days a week.
 - To participate, essential healthcare workers need to provide their employee identification badge that shows they are employed in a healthcare facility. These trips will follow state guidelines for physical distancing and will only transport as many customers as is safe for the vehicle. Metro Mobility is doing all it can to make sure passengers are protected. Drivers are taking extra time to wipe down interior touch points with disinfectant after each passenger trip and buses pull into the shop for sanitation at least daily. [Schedule a trip and view more information.](#)

UNEMPLOYMENT AND EMPLOYMENT

- **Updated! Unemployment Benefits** - **The Minnesota Department of Employment and Economic Development (DEED)** announced today that the agency has fully implemented the Pandemic Emergency Unemployment Compensation (PEUC), which provides a 13 week extension of unemployment benefits for eligible applications. PEUC was authorized by Congress in the Coronavirus Aid, Relief, and Economic Security Act (CARES Act), which was signed into law on March 27, 2020. Individuals who have exhausted their unemployment benefits and believe they are eligible for extended benefits under the PEUC should login to their online account at [uimn.org](#) for additional details.

- If you find yourself needing to apply for unemployment benefits, know that we're doing everything we can to ensure a quick, smooth process. But you can speed up that process – and help your fellow Minnesotans – by following these steps:
 - To ensure their online system can handle the increased activity, the Minnesota Department of Employment and Economic Development is asking new applicants to apply on an assigned day based on the last digit of your SSN number. <https://www.uimn.org/>
 - Find answers to your questions without calling. Start by clicking on the word “Applicants” in the upper left corner of the Unemployment Insurance website – and select from the menu options: What do I need to know? How do I apply? How do I get paid? What affects my benefits? These are designed to answer the questions most people have. If you call, you may have a long wait – and you will be tying up our phone lines. We're trying to free up those lines to help people who do not have any online access and to help those who need translators in order to apply for benefits.
 - Get help from others you know. If you're not comfortable filling out forms online, maybe you have a smart niece or nephew who can help walk you through it. You're not alone. Nearly 1 million Minnesotans have used our online Unemployment Insurance application in the past 10 years; most of us have family, friends, and neighbors who are familiar with the application process.
 - Check [Frequently Asked Questions for Workers](#) for additional information about filing for unemployment
 - **DEED authorized the first payments of the temporary additional compensation of \$600/week for people receiving unemployment benefits.** You don't need to contact us or do anything additional; if you receive unemployment you will also automatically receive an additional \$600 for every week you remain eligible.
 - The first week for which you can get the additional \$600 is the week beginning March 29th.
 - You can request the week of March 29th on or after April 5th.
 - We are waiting on further federal guidance on two additional parts of the CARES Act and will provide updates as soon as we have more information, including a new benefit program for some independent contractors and self-employed people who are unemployed as a result of COVID-19 and who are NOT eligible for regular unemployment benefits; and the 13-week unemployment benefit extension.
 - On Monday, Governor Tim Walz signed Executive Order 20-29 to help us quickly approve thousands of Minnesotans who have applied and are waiting for their benefits. Previously, DEED was required to delay benefits for applicants who are taking vacation, sick pay or personal time off when they apply for Unemployment Insurance. Executive Order 20-29 suspended that requirement, meaning thousands more Minnesotans will begin receiving benefits very soon.
 - Many Minnesotans still have pending “eligibility issues” on their accounts, and we're working as fast as we can to clear those up. Our Unemployment Insurance program currently has more active applicants than it has ever had in the program's 85-year history – more than 350,000 applications in the last three weeks alone, far exceeding our entire annual total for 2019. Despite this massive and unprecedented amount of applications, our team is working 7 days a week to review eligibility holds and resolve issues
 - Finally, DEED has fully reopened our call lines to assist with questions about your account, password resets and help completing your application – but are asking people to call on certain days and times depending on their needs.
 - If you have a question about your account, call Monday - Thursday, between 8 am - 2 pm.
 - If you need help applying for unemployment benefits, call Friday between 8 am - 4:30 pm.
 - If you need help with your password, call anytime during business hours.
 - Our team is receiving around 800 calls per hour, so you should expect long wait times on the phones. As always, uimn.org will remain your best starting point for information and we're continually updating it with new information and answers to your questions in English, Español, Hmoob and Somali
- **Karen Organization of MN (KOM)** is helping their clients with a language barrier apply for unemployment benefits.
- **Workforce Solutions** provides employment and training services to job seekers and businesses in Ramsey County. Workforce Solutions Hotline 651-266-9890. Online Inquiries, encouraged!: RamseyCounty.us/workforce

UTILITIES

- During this COVID-19 crisis, Xcel will not be disconnecting services, however, **FAMILIES SHOULD STILL APPLY FOR ENERGY ASSISTANCE.**
- Revised Energy Assistance Program (EAP) information under COVID-19. **IMPORTANT INFORMATION you should know as you are working with program participants and families who may be eligible for Energy Assistance:**
 - **Updated!** CAP/RW's maximum crisis grant has been increased, from \$600 to \$1200. Also, we are able to pay crisis funds now for a bill that is past due without a shut-off date. A disconnection notice is not required.
 - EAP still has funding for the 2020 heating season and will be receiving additional funding as part of the Federal COVID relief packages.
 - The deadline to apply for EAP has been extended this season to allow for applications to be submitted through July 1.
 - For this season starting April 1, we will only be requiring 1 month proof of income for the month prior to when the application was signed.
 - While EAP offices in both St. Paul and Oakdale are closed for walk-in assistance the program continues to run uninterrupted. Staff are continuing to process EAP applications for the current heating season and responding to any Emergency Furnace Repair calls.
 - Incoming calls to our EAP Information Line (651-645-6470) are being handled by an answering service and routed to the appropriate team handling EAP requests.
 - Voicemails left on EAP staff work numbers will be available for them in their email to follow-up.
 - Applications can be downloaded at www.caprw.org or requested by calling 651-645-6470. Applications are also available at the main floor lobby kiosk.
 - Applications and follow-up document requests can be submitted:
 - Via drop off box at our St. Paul location at 450 Syndicate St. N, Suite 122, St. Paul, MN 55104. There is a white mailbox outside the entrance by the parking lot. There is also a dropbox inside the building next to the Suite 122 door.
 - Via US Mail at 450 Syndicate St. N, Suite 122, St. Paul, MN 55104.
 - By fax: 651-603-5984
 - By emailing SCANNED applications to eap@caprw.org.
- Other services such as **SNAP** application assistance are still being provided at this time and clients can contact 651-603-5883 or email foodsupport@caprw.org for assistance.
- Contact **CAP-RW** at 651-645-6470 to apply or email Wendy Wolf wwolf@caprw.org if you have any questions. If you have already applied for Energy Assistance, but now have a disconnect notice, call and let CAP-RW know. They can help with just a phone call.
 - Attached is an Energy Assistance [fillable application pdf](#). To apply for the Energy Programs, you must send:
 - The completed application with all questions answered and the last page signed and dated.
 - A copy of proof of all income received in the last full calendar month for each household member
 - A copy of your last electric bill and heating bill or receipt for delivered fuels.
 - For more information about CAP-RW's Energy Assistance Program, go to: <https://caprw.org/services/energy-food-housing/energy-assistance.html>
 - For those whose water service is through St. Paul Regional Water Services, CAP-RW can also provide a grant if you have a water termination notice. Please call Wendy Wolf directly for that assistance at 651-999-5702 and leave a message.
- **XCEL:** As families and communities face the challenges of COVID-19, we want to ensure our customers have the service you need to power your homes and keep your families safe. We will not disconnect service from any customers until further notice. If you have difficulty paying your bill, we are here to help. Just contact us and we will work to set up a payment plan that works for you. <http://spr.ly/61831s11V>
- **Water Shut offs:** Each city has different orders about this, so check your cities' websites.
 - [CAP/RW](#) can help with energy or water shut-offs.
- [MN Cold Weather Rule](#)

- **Cell Phone** - Century link and other major Cell Phone providers will not be shutting phone or internet service, or charge late fees. Check individual provider websites for details.
- **T-Mobile-COVID-19 Response:** While T-Mobile does not have a low-cost offer, it has announced that starting now, all current T-Mo and Metro by T-Mobile customers who have plans with data will have unlimited smartphone data for 60 days, excluding roaming. Most subscribers already have unlimited data, but now people who may be on an older plan with a data allotment have unlimited data. Also, starting soon, T-Mobile and Metro by T-Mobile customers will have an additional 20GB of mobile hotspot data for the next 60 days.
 - For more information go to: <https://www.tmonews.com/2020/03/t-mobile-metro-unlimited-data-mobile-hotspot-coronavirus/>
- **Charter Communications'** low-cost offer is "[Spectrum Internet Assist](#)" and is based on eligibility for the National School Lunch Program.
 - COVID-19 response: Charter is now offering free Spectrum broadband and Wi-Fi access for 60 days to households with K-12 and/or college students who do not already have service through Spectrum. To enroll, call 1-844-488-8395. Installations fees are waived. There are no data caps.
 - For more information go to: https://drive.google.com/file/d/1-TjZ8yN2VKMFbhaoG_FlquGgyCD4aSPS/view
- **COMCAST is taking steps to implement the following new policies for the next 60 days, and other important initiatives:**
 - **Xfinity WiFi Free For Everyone:** Xfinity WiFi hotspots across the country will be available to anyone who needs them for free – including non-Xfinity Internet subscribers. For a map of Xfinity WiFi hotspots, visit www.xfinity.com/wifi. Once at a hotspot, consumers should select the "xfinitywifi" network name in the list of available hotspots, and then launch a browser.
 - **News, Information and Educational Content on X1 and Flex:** For those with school-age students at home, we've created new educational collections for all grade levels in partnership with Common Sense Media. Just say "education" into your X1 or Flex voice remote. To help keep customers informed, we also have created a collection of the most current news and information on Coronavirus. Just say "Coronavirus" into your X1 or Flex voice remote.
 - **No Disconnects or Late Fees:** We will not disconnect a customer's internet service or assess late fees if they contact us and let us know that they can't pay their bills during this period. Our care teams will be available to offer flexible payment options and can help find other solutions.
 - **Internet Essentials Free to New Customers:** As announced yesterday, it's even easier for low-income families who live in a Comcast service area to sign-up for Internet Essentials, the nation's largest and most comprehensive broadband adoption program. New customers will receive 60 days of complimentary Internet Essentials service, which is normally available to all qualified low-income households for \$9.95/month. Additionally, for all new and existing Internet Essentials customers, the speed of the program's Internet service was increased to 25 Mbps downstream and 3 Mbps upstream. That increase will go into effect for no additional fee and it will become the new base speed for the program going forward.
- **Cox Communications'** [Connect2Compete](#) is for families with school-aged children who are enrolled in low-income assistance programs.
 - **COVID-19 response:** For a limited time, the first month of service will be free, \$9.95/month thereafter.
 - For other information and other offers go to: https://newsroom.cox.com/cox_internet_changes_to_assist_students_-_remote_workers
- **Everyone on** - Find low-cost internet and affordable computers in your area.

VOLUNTEER OPPORTUNITIES

- **Volunteers** play a critical role in serving our community. Ramsey County remains deeply grateful to the thousands of volunteers that donate their time and energy each year to help us deliver programs and services that enhance our quality of life. If you are interested in volunteering during the COVID-19 pandemic, the following organizations have information on local and remote opportunities.
 - [HandsOn Twin Cities](#)
 - [VolunteerMatch](#)

Ramsey County is evaluating the best way to engage volunteers in our organization during the COVID-19 pandemic. Most volunteer opportunities are temporarily suspended as we switch to online and phone-based service delivery. Opportunities to serve through Ramsey County will be posted to our website as they are identified.

- **Medical Reserve Corps** - The Medical Reserve Corps (MRC) of Ramsey County will need additional support during the extended COVID-19 response. MRC is a countywide resource of health professionals and other volunteers who strengthen our community by preparing for and responding to public health and related emergencies. If you or someone you know are interested in helping your community during the COVID-19 pandemic, visit the [Medical Reserve Corps page](#) to learn more and sign up.
- **Bring your hand sewn masks to one of these [drop-off](#) locations in Ramsey County.**
 - **If you can't deliver the masks, the Ramsey County Sheriff's office has offered to help!** To facilitate compliance with the Governor's Stay at Home Executive Order, the Sheriff's Help Team—made-up of first responders with appropriate safety equipment—can pick up donations of homemade masks outside of homes or businesses.
 - To schedule a pick-up: Email HelpTeam@co.ramsey.mn.us or Call or text 651-448-3874
 - Pick-ups can be scheduled Monday through Friday from 8:00 am to 8:00 pm and Saturday and Sunday from 10:00 am to 4:00 pm.
 - Media Contact: Roy Magnuson (651-403-9738, roy.magnuson@co.ramsey.mn.us).

OTHER

- **The Disability Hub MN** is a free statewide resource [network](#) that helps you solve problems, navigate the system and plan for your future. As the coronavirus situation continues to evolve, you might have questions about COVID-19 or how it affects people with disabilities. Here's a [collection](#) of helpful resources.
- **HelpOlderAdultsMN.org** has created a [Resources for Older Adults During COVID-19](#). The resource list includes services offered across the state, including those provided to American Indian elders. We will do our best to make it as complete and up-to-date as possible. If you don't find what you are looking for, call the Senior LinkAge Line at 1-800-333-2433 and we will help.
- **Twin Cities Queer and Trans Mutual Aid Fund** has created a [Crowd-sourced mutual aid](#) for queer/trans/nonbinary folks in the Twin Cities area who are affected by Covid-19.
- The **Telephone Equipment Distribution Program** can help people who find it difficult to use a traditional phone and are isolated from their friends and family. If you or someone you care for is having a hard time using the phone, the Telephone Equipment (TED) Program can help! The TED Program provides phone equipment to people who have a hearing loss, speech or physical disability that limits their use of a standard telephone. Phones and other devices to bridge phone access are provided at no cost to eligible Minnesotans. Deaf and Hard of Hearing Services Division staff are continuing to provide phones to those who need them. Phones can be shipped directly to your home. TED Program [application forms](#) are available in English, Spanish, Somali and other languages on Deaf and Hard of Hearing Services Division's website. You may also call 1-800-657-3663 or reply to this email to request an application for yourself or someone else.
- **Nutrition Assistance Program for Seniors (NAPS)** [Second Harvest Heartland](#) provides a box of nutritious food each month to low-income seniors 60 years old and over through the program. Program participants are given a box of highly nutritious food that may include canned fruits, vegetables and juices, milk, cheese, canned meat, peanut butter or dried beans, cereal, rice or pasta. Qualifying participants must be low-income Minnesota residents (seniors at 130% poverty level). Participants are required to provide recently postmarked mail with name and address, knowledge of current gross monthly household income, and picture ID. Call 651-484-8241 for eligibility to find a location. Interpreter services are available by calling 800-365-0270. Delivery is offered to home-bound seniors.
- **Help at Your Door** offers grocery delivery service to seniors over 60 and individuals with disabilities across Minnesota's seven-county Twin Cities metropolitan area for a small fee. The fee may be reduced based on income. Visit the [grocery assistance page](#) or call 651-642-1892 for more information.

UPDATES REGARDING COVID-19

- **New! Federal Stimulus Payment** – U.S. citizens or resident aliens are eligible who:
 - Have a valid Social Security number,
 - Could not be claimed as a dependent of another taxpayer, and
 - Had adjusted gross income under certain limits.

Most eligible U.S. taxpayers will automatically receive their Economic Impact Payments including:

- Individuals who filed a federal income tax for 2018 or 2019
- Individuals who receive Social Security retirement, disability (SSDI), or survivor benefits
- Individuals who receive Railroad Retirement benefits

Who should use Non-Filers:

- Enter Payment Info to provide additional information to receive the Economic Impact Payment?
- Eligible U.S. citizens or permanent residents who:
 - Had gross income that did not exceed \$12,200 (\$24,400 for married couples) for 2019
 - Were not otherwise required to file a federal income tax return for 2019, and didn't plan to
 - You can provide the necessary information to the IRS easily and quickly for no fee through Non-Filers: Enter Payment Info. We will use this information to determine your eligibility and payment amount and send you an Economic Impact Payment. After providing this information you won't need to take any additional action.
- **MN Workers Compensation Bill** Gov. Walz signed into law the bill to ensure that healthcare workers, first responders, and home health aides are eligible for workers' compensation in the unfortunate event that they contract COVID-19 while serving Minnesotans during this public health crisis. In particular, the legislation provides a presumption that if these workers contract COVID-19, they did so during the course of their employment and are covered by workers' compensation.
- **Discrimination Helpline** launched by Governor Tim Walz and Lieutenant Governor Peggy Flanagan. This toll-free helpline reinforces the state's efforts to protect the civil rights of Minnesotans. It allows those who experience or witness bias and discrimination to report incidents to our Department. Minnesotans can call the Discrimination Helpline at 1-833-454-0148 or complete and submit this [online](#) form. Translation/interpretation services are available. The helpline is staffed Monday through Friday, 8:00 a.m. to 4:30 p.m.
- **Ramsey County** has a [new website that gathers all the information you need](#) on COVID-19 and the epidemic. This includes resources for businesses disrupted by shutdowns, workers facing unemployment, and health resources for those feeling ill.
- **211 [CORONAVIRUS RESOURCES AND INFORMATION](#)**
- The **Centers for Disease Control and Prevention (CDC)**, and state and local public health are closely monitoring an outbreak caused by a novel (new) coronavirus (COVID-19).
- **MDH Status of COVID-19 in Minnesota** can be found at [Situation Update for Coronavirus Disease 2019 \(COVID-19\)](#)
- **Questions regarding Ramsey County policies and the county response to COVID-19** can be sent to Ramsey County's COVID-19 Response Team at CoronaVirus@CO.RAMSEY.MN.US
- **Current situation overview**
 - Health officials confirmed the [first case of novel coronavirus in Minnesota](#) on March 6, 2020.
 - The [World Health Organization](#) declared coronavirus a pandemic on March 11.
 - Map of [current number of cases by state](#) maintained by the CDC.
 - [Current information on Minnesota cases](#) provided by the Minnesota Department of Health.
 - [Minnesota Department of Health Strategies to Slow the Spread](#) of COVID-19. Hotline 651-201-3920. The hotline is open 7 days a week from 7am-7pm.
- **MDH Multilingual Resources for COVID-19**
 - The basic [MDH overview of COVID-19](#) is now available in 20 languages (French, Khmer, Korean, Nepali, Pashto, Swahili, Tagalog, and Ukrainian were added to the existing languages since our last update)

- The one-page "[Health Care Resources](#)" document tells how to access health insurance and low-cost clinics. The document was created by MDH with input from MNsure and the MN Department of Human Services. (Available in 20 languages: French, Khmer, Korean, Nepali, Pashto, Swahili, Tagalog, and Ukrainian were added to the existing languages since our last update)
- The "[Prevent the Spread of COVID-19](#)" Poster is still available in 7 languages. Additional languages will be added later this week.
- Our video on "[How to Wash Your Hands](#)" is now available in English and Spanish. Other languages will be added soon.
- **"My mask protects you; your mask protects me."** The CDC is now recommending people wear face coverings in public where other social distancing measures are difficult to maintain (e.g., grocery stores and pharmacies). The CDC also advises the use of simple cloth face coverings to slow the spread of the virus and help people who may have the virus and do not know it from transmitting it to others. If you are not having any symptoms and are going out in public, wearing a cloth face covering will help you from spreading any infection. If you do wear a cloth face covering, the CDC notes it is important to wash it every day to get rid of any trapped viruses or bacteria. Residents that want to wear masks are advised to use a cloth face covering, scarf or a homemade or "alternative" mask in order to prioritize existing limited supplies of surgical masks for needs in health care settings.
- [Differences between cloth or "alternative" masks and surgical masks](#) (PDF)
- Volunteer to **make 100% cotton masks** using this [pattern](#), or this [DIY Mask Tutorial](#), or this '[No-Sew](#)' option designed by a hospital epidemiologist or these [tutorials](#) for 'no sew' face masks options so any of the N95 surgical masks can go to healthcare workers. Experiment with elastic loops for ears or elastic ties or loops across the back of the neck and head. Some folks are experimenting with sewing a twist tie or pipe cleaner into the top middle (put it between the layers and sewed around it to hold it in place) so that the wearer can pinch it over the bridge of their nose to make it fit better.
- **DIY Face Masks and Shields** [instructions](#) from Michaels.
- **New!** A doctor tried out several masks for the [possible best mask design](#) (and recommends a fabric). Here is a [link](#) to the pattern for the mask she recommends.
- **Ramsey County** [PPE Drop-off donation site](#) at 1425 Paul Kirkwold Drive, Arden Hills, MN 55112. The following items are requested in unused (sealed or open) condition:
 - N95 respirator masks.
 - Medical, surgical or industry face masks.
 - Tie-in-back gowns.
 - Face shields.
 - Surgical gloves (nitrile or vinyl).
 - Cloth face coverings (homemade face masks)- donations of any homemade face coverings should accord with current guidance from the Minnesota Department of Health.
 - Donations will be used by staff in Public Health, Social Services, Correctional Health and other areas that work directly with the public and with vulnerable populations in particular. The donations will supplement the county's existing supplies which are limited.

Governor Tim Walz today signed [Executive Order 20-20 directing Minnesotans to stay at home](#) and limit movements outside of their home beyond essential needs. This order takes effect at 11:59 p.m. on Friday, March 27 and ends at 5 p.m. on Friday, April 10. Learn more at <http://mn.gov/stayhomemn>.

- **Stay at Home Order Extended** - Governor Walz announced that he is extending the stay at home order, which was set to expire this Friday. The stay at home order will remain in effect until May 4.
- [StayHomeMN Frequently Asked Questions](#)

Governor Walz announces Executive Order: Providing for Temporary Closure of Bars, Restaurants, and Other Places of Public Accommodation
March 16, 2020

Governor Walz announces school closures amid COVID-19 outbreak March 15, 2020

Minnesota schools will close for at least eight days starting Wednesday under a new order from DFL Gov. Tim Walz, marking a dramatic shift in the state's approach to combat the spread of the novel [coronavirus](#). Under the order issued Sunday teachers and school administrators across the state must continue to meet and implement plans to teach students from afar in the event schools must be closed past March 27. It also keeps elementary schools open to provide child care for [healthcare providers](#) and emergency medical personnel who are directly responding to cases of COVID-19, the illness caused by the virus.

Governor Walz declared a peacetime state of emergency for the state of Minnesota. March 13, 2020

The full set of recommendations is available on the Minnesota Department of Health (MDH) [Coronavirus Disease \(COVID-19\)](#) website. Key items on the list include:

- Event organizers cancelling or postponing gatherings with 250 or more people, including concerts, conferences, professional and amateur performances or sporting events.
- Event organizers cancelling or postponing smaller events (those with less than 250 people) that are held in [settings](#) that do not allow social distancing of 6 feet per person.
- Event organizers limiting attendance to no more than 10 people for events where the majority of participants are at higher risk for severe illness from COVID-19.
- People and families at higher risk of severe COVID-19 illness staying at home and avoiding gatherings or other situations of potential exposures, including travel.
- Employers making telework arrangements for workers whose duties can be done remotely.
- Employers staggering work schedules and limiting non-essential work travel.
- Health care facilities and assisted-living facilities more strictly limiting visitors.
- Faith-based organizations offering video or audio events.
- Hospitals and other health care facilities implementing triage before entering facilities (for example, parking lot triage, phone triage, and telemedicine to limit unnecessary visits).

Be Safe.

1. Wash hands with soap and water, hand sanitize multiple times/day
2. Do not touch your face; mouth, eyes or nose; wash hands before and after touching your face. Sanitize your phone and keys several times/day.
3. Suggested way to Greet others: Put your hands over your heart and smile (do not shake hands/hug/ or contact other person). Maintain a Physical distance of 6 feet between people, we encourage you to please not go to bars, restaurants, entertainment settings, faith gatherings.. Stay home, go out only for food/supplies, medicine, work if necessary and other essential activities.
4. Stay socially connected by mail, phone and social media- please maintain physical distance of 6 feet from others.
5. Love others as yourself - please remember you may be infected and not showing symptoms- be careful around everyone, especially our elderly and those with health issues.

Resources in Hmong

- MN Department of Health - [COVID 19 Information and Materials](#)
- TPT Twin Cities PBS
 - [FAQs in Hmong](#)
- [Hmong Innovating Politics](#) - Resources about COVID-19 in Hmong language
- [KOJ YUAV TSUM PAUB DABTSI TXOG COV KABMOB CORONAVIRUS](#)
- [XAV PAUB XAV POM: SPECIAL EDITION - SIB THAM TXOG TUS KAB MOB CORONA NROG HMOOB COV KWS KHO MOB.](#) (Video)
- [Hmong Radio AM 1590 - Corona Virus Prevention \(Aired on March 11, 2020\)](#)
- [CeebToom Txog KabMob Coronavirus LosNtawm KoomHaum Hmoob 18 Xeem Lav Minnesota](#) (Video)
 - Message about funerals starts at 2:18
 - [Hmoob Twin Cities News: Mayer Melvin Cater's Responds to Hmong 18 Clans](#)
- [LUS TSEEM CEEB TSHAJ TAWM TXOG TUS KABMOB CORONAVIRUS COVID-19](#) (Video)
- [Message from Dr. Moua Lo](#) (Video)

Resources in Spanish

- MN Department of Health
 - [COVID 19 Information and Materials](#)
- TPT Twin Cities PBS
 - [FAQs in Spanish](#)
- [LO QUE DEBE SABER SOBRE EL CORONAVIRUS](#)
- [Coronavirus - Latino Community \(created by Lorenzo Adolfo Castañón Gonzalez\)](#)
- Recursos Para COVID-19 Para Comunidades en Minnesota
 - [Twin Cities](#)
 - [Rural Minnesota](#)

Resources in Somali

- MN Department of Health
 - [COVID 19 Information and Materials](#)
- TPT Twin Cities PBS
 - [FAQs in Somali](#)
- [How to Prevent Catching & Spreading COVID-19 \(Arabic\)](#)
- [WAXA AAD U BAAHAN TAHAY IN AAD KA OGAATO KORONAFAYRAS \(CORONAVIRUS\)](#)
- [How to protect yourself against CORONA. Sidee iskaga ilaalin kartaa CORONA AMA COVID-19](#)