

Hennepin County COVID-19 Response

AGENDA

1. Introduction- David Hough, County Administrator
2. Situational update (local/national)– Dr. Susan Palchick, Public Health
3. Organizational response– Dan Rogan, Assistant County Administrator
4. Delivery of service through innovation- David Hough, County Administrator

Where we were and
where we are today

COVID-19 events

MDH announces first case in Minnesota (Ramsey County)

March 6

March 11

World Health Organization deems COVID-19 to be a pandemic

President Donald Trump declares a Presidential National Emergency, Governor Walz declares a Peacetime State of Emergency in Minnesota

March 13

Hennepin County response

Public Health Incident Command System stands up to prepare

January 31

First meeting of COVID-19 Preparedness Group, Launch first iteration of "Coronavirus (COVID-19): Information" webpage for employees, send first all employee email about COVID-19 -- what the county is doing, and what employees can do

March 2

February 26

CA provides employees first weekly update on COVID-19 via Hennepin County News/ HC Connect

March 5

First daily meeting of the Hennepin County Joint Information System

CA email to employees: COVID-19 preparation efforts update – What the county is doing, what employees can do

March 6

CA email to employees: Hennepin County shares MDH announcement of first case in Minnesota (Ramsey County)

March 8

CA email to employees: Hennepin County suspends non-essential out-of-state business travel

CA email to employees: Microsoft Teams available to all employees beginning March 13, as a new tool to collaborate while working remotely

March 12

March 13

Countywide COVID-19 Incident Command activated, Hennepin County directs employees to work remotely, if possible

COVID-19 events

Governor Walz orders schools to close/
provide online instruction by March 18

March 15

March 16

Governor Walz orders
closure of restaurants, bars,
gyms and other public
gathering places beginning
March 17 at 5 p.m.

Governor Tim Walz
issues Stay at Home order

March 25

Hennepin County response

CA email to employees: Update
on all actions taken to date,
acknowledges school
closure announcements

March 15

County board holds special
meeting to officially vote on
several COVID-19
related actions

March 17

CA email to employees: Additional
measures for remote work effective
March 20, mandating that all employees
who can work from home, do so, and
thank you message for employees
from the county administrator

March 19

The county administrator
requests additional
staff to help, if available,
in Human Services areas

March 23

March 16

Hennepin County Board Chair
declares state of emergency,
announces closure of public facing
library, human service center and
licensing service center
services as of March 17

March 18

CA email to employees: County board
decisions to authorize paid time off,
negative leave balances, workplace
changes, and improved benefits for
the COVID-19 emergency

March 21

Hennepin County announces that
130 people experiencing
homelessness are moved to
alternative accommodations, and
Hennepin County announces supply
drop-off drive beginning March 22

March 25

CA email to employees:
Overview of the Stay at Home
order and what
it means for employees

County changes made in preparation

- Cancelling/postponing public and internal events to promote social distancing
- Closing public-facing services at all 41 libraries, human service centers, and licensing service centers
- Authorizing employees to work from home
- Allowing parents/guardians to care for their children while working remotely
- Authorizing operational changes at county facilities
- Working with the state to relax or eliminate requirements regarding face to face interactions

External Outreach/Efforts

- Ongoing communication with county administrators throughout 7 county metro area
- Host Hennepin County delegation meetings/all 51 members attended
 - Update legislators on county operational priorities
 - Present priority funding and regulatory needs
- Contact with NACo group of administrators from largest counties
- Work with contracted providers, community groups and county partners to coordinate messaging to the Legislature and the Governor's office to secure funding and regulatory support

Shelter in Place

- In effect Friday, March 27, at 11:59 p.m. to Friday, April 10, at 5 p.m.
- Based decisions on modeling done by Department of Health and University of Minnesota
- Intended to give the state more time to fully prepare
- Preparations include building hospital capacity, more equipment, and testing capabilities
- Critical workers are exempt – Our employees know their status
 - Many broad categories and individuals that support these functions.

Situational awareness update

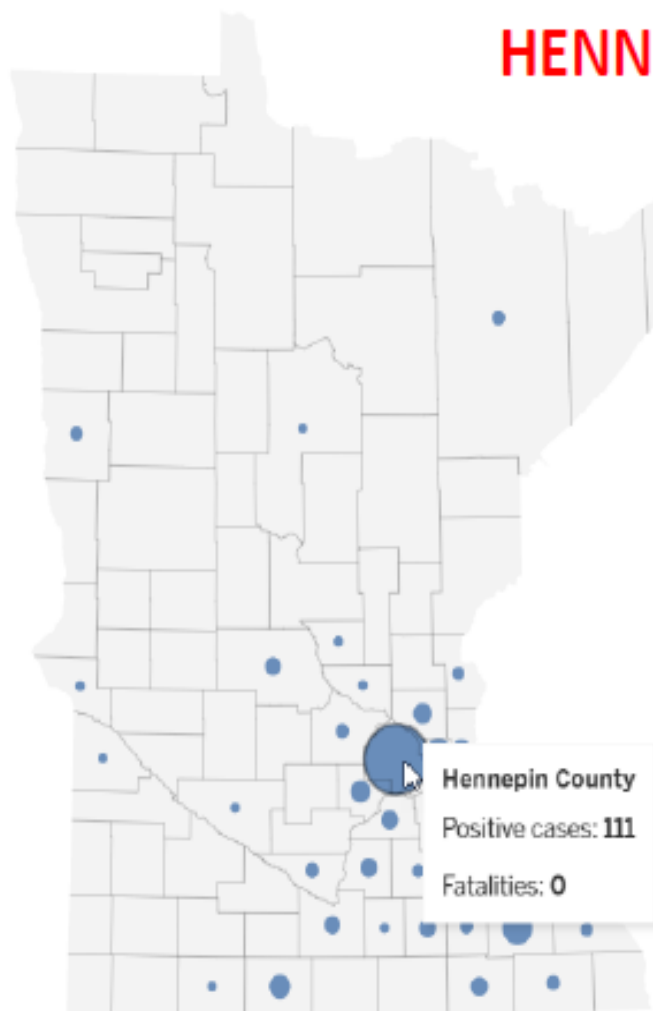
(local/national)

Dr. Susan Palchick, Hennepin County Public Health

COVID-19 Scale

HENNEPIN COUNTY

Confirmed: 111
Deaths: 0



MINNESOTA

Confirmed cases	Approx. total tests statewide*
287	11,475
Deaths	Recoveries**
1	122

NATIONAL

United States cases

Updated Mar 25 at 11:52 AM local

Confirmed	Deaths	Recovered
60,162 +16,288	823 +265	379 +201

WORLDWIDE

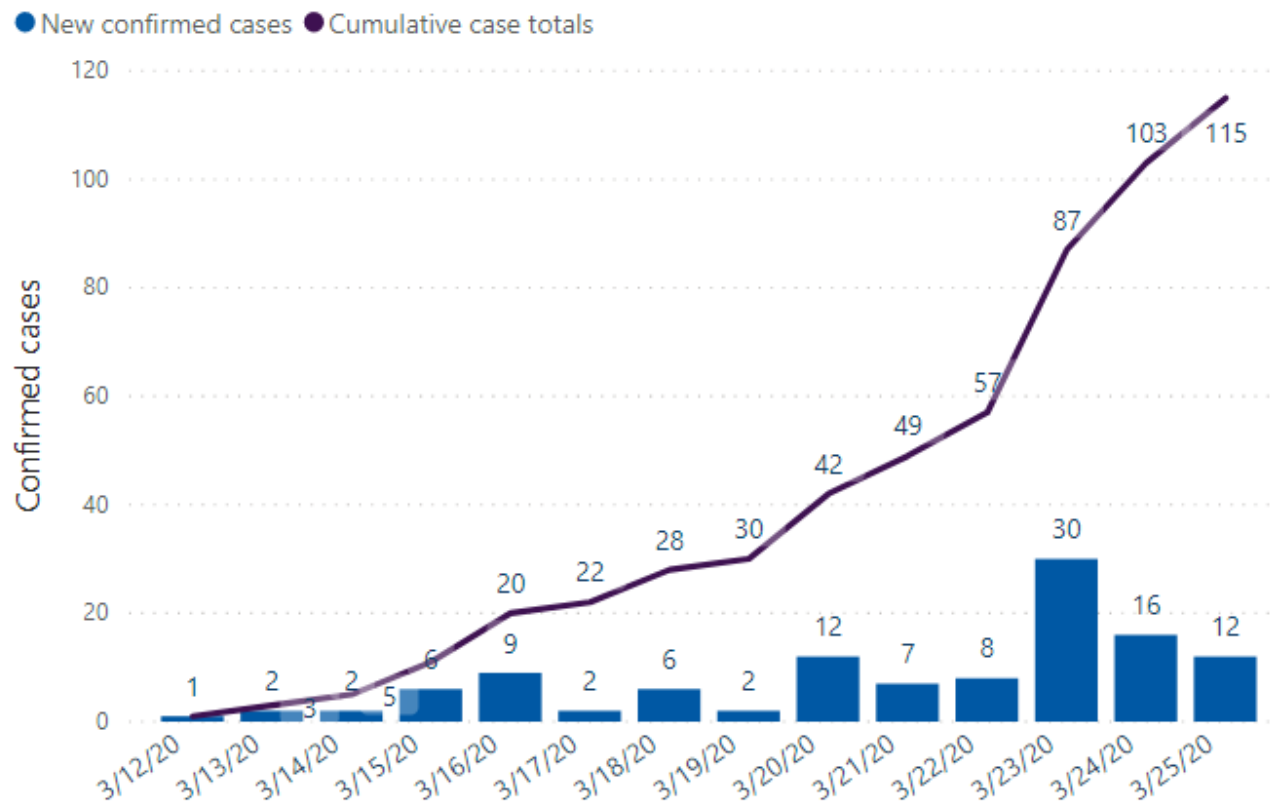
Global cases

Updated Mar 25 at 11:52 AM local

Confirmed	Deaths	Recovered
445,982 +67,588	19,793 +3,302	112,043 +10,459

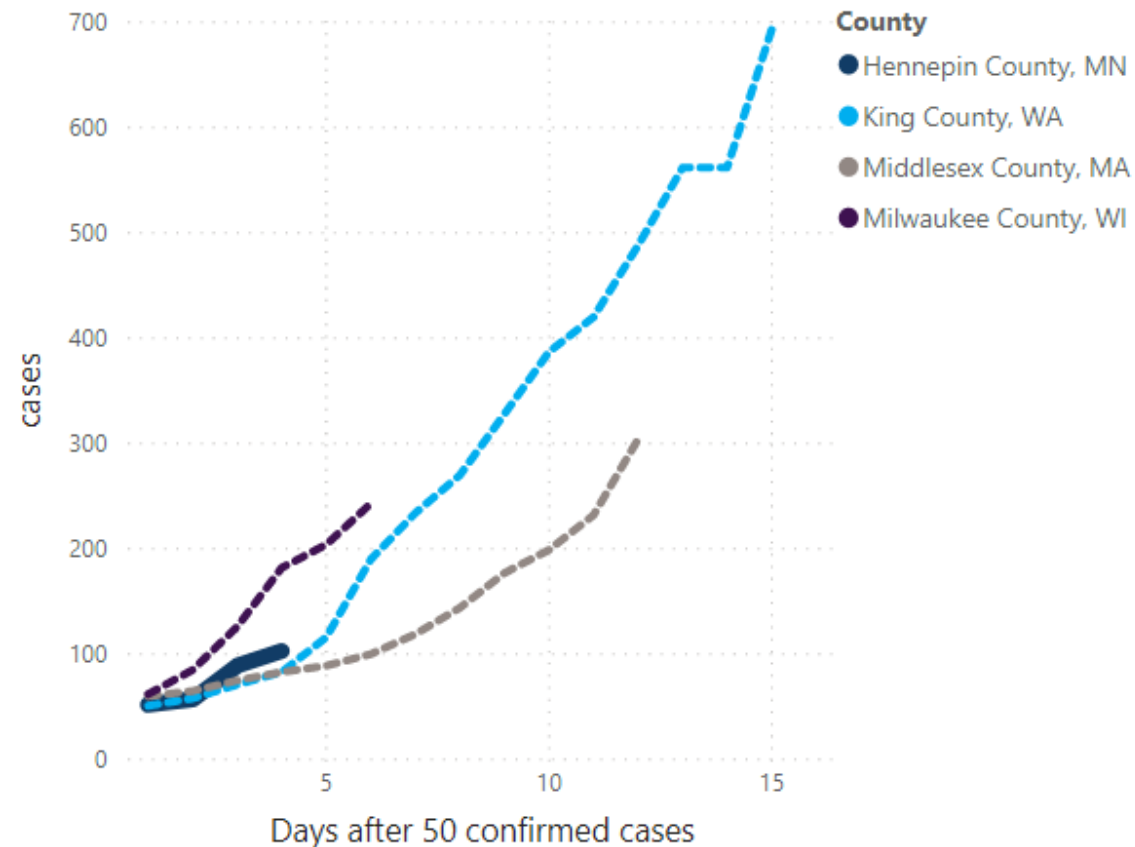
Confirmed cases in Hennepin County

Confirmed cases in Hennepin County (as of 3/25/2020)



* Data from MDH. Includes confirmed cases only and should be interpreted in the context of testing volume.

Comparing county trajectories (50 cases as Day 1)



* County confirmed case data nationally will typically be up to 2 days behind due to data availability.

Metro Minneapolis-St. Paul Hospital Bed Capacity as of 3/24/2020

Bed Type	Capacity	% Avail	19-Mar	20-Mar	21-Mar	22-Mar	23-Mar	24-Mar
Adult ICU	521	9.79%	52	63	70	62	65	51
Medical Surgical	2873	9.43%	247	258	288	285	302	271
NICU	244	16.80%	39	39	37	38	40	41
<u>Non Critical Monitored</u>	1183	10.82%	86	95	105	113	119	128
PICU	66	40.91%	26	28	28	27	25	27
Peds	367	26.16%	80	99	97	110	106	96
Psychiatric	744	7.26%	36	49	52	51	44	54
Airborne Iso	416	20.19%	85	102	85	92	93	84
Burn	35	17.14%	6	8	7	7	4	6
Adult Vents	1231	64.42%	595	784	771	746	810	793
Peds Vents	76	64.47%	21	21	21	7	47	49

Organizational response update

Dan Rogan, Assistant County Administrator-Operations

**Hennepin County
COVID-19 Command
23 March 2020**

**ICS-207 Incident
Organization**

Hennepin County Board

Operational Period: 0000 23 MAR 2020 Start
2359 29 MAR 2020 End

Hennepin County Administrator

**INCIDENT
COMMANDER**
Dan Rogan

**Planning
Section**
Chief: Jen Castillo
Deputy Chief: Ryan Selock

Situation Unit
Dan Anderson
Data Unit
Erik Erickson
Disparity Reduction Unit
Alisa Salewski
Contingency Planning Unit
Jason Freed
Technical Expert
Courtney Wetternach
IGR
Brennan Furnes

Public Information
Jamie Zwilling

Legal
Beth Stack

Safety
Chet Cooper

Health and Human Services Operations Section
Chief: Jodi Wentland
Deputy Chiefs: Melissa Lallak &
Abdi Abdirahman

**Continuity Operations
Section**
Chief: Mark Chapin
Deputy Chief: Jodie Wierimaa

Admin Section
Chief: Dave Lawless
Deputy Chief: Margo Geffen

**Emergency Management
Section**
Chief: Eric Waage

Health Branch
Chief: Susan Palchick
Deputy Chief: Alisa Johnson

Human Services Branch
Chief: Louella Kaufer
Deputy Chief: Ryan Marshall

Health Triage Unit
Stephanie Abel
Medical Examiner's Unit
Shawn Wilson
HCMC Liaison
Danielle Robertshaw, MD
North Point Liaison
Stella Whitney-West CEO
Hennepin Health Liaison
Anne Kanyusik Youakum, CEO

Isolation & Quarantine Unit
Margaret Thunder

**Workforce Continuity
HR/Labor Unit**
Michael Rossman
Jeni Super
Kathy Megarry

**County Services Continuity
IT Unit**
Becki McDonald
Facilities Unit
Margo Geffen
Public Safety Unit
Jodie Wierimaa

Logistics Unit
Dan Bovitz
PPE Team
Chad Gangelhoff
Supply Team
Mark Running (co-lead)
Ryan Manning (co-lead)
Ground Support Team
Connie Meyer
Finance/Cost Unit
TBD
Purchasing Unit
Yvonne Forsythe
Personnel Mobility Unit
Jessica Simon-Koch

**Multiagency Coordination
Group (MAC Gp)**
**Emergency Management
Support**
TBD
Documentation Unit
Stacy Zurn
Resource Status Unit
Alice Markham

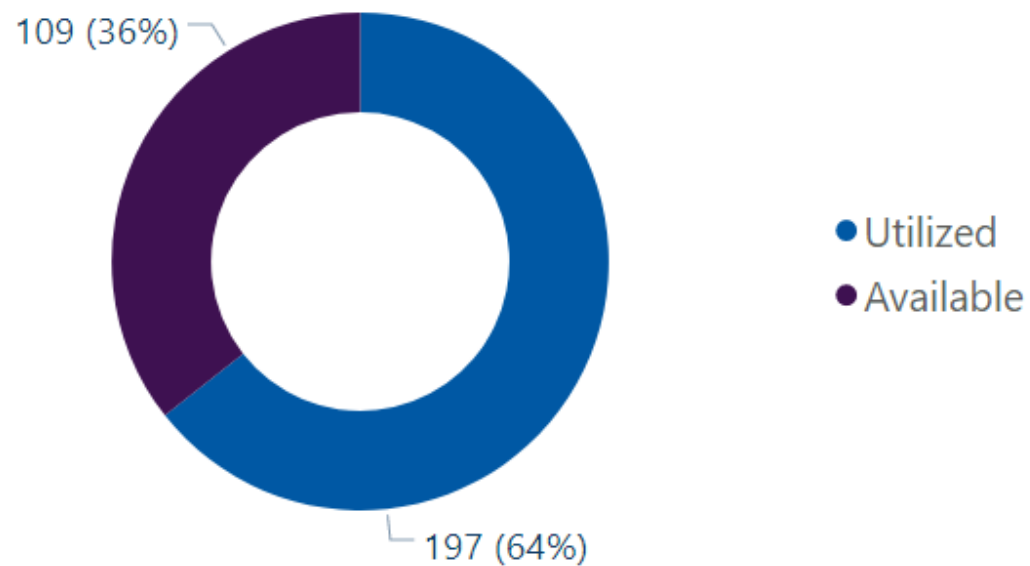
Prepared by: Dan Rogan
Position: Incident Commander
Signature: ////s/////
Date/Time: 22MAR2020 -2100

Isolation and Quarantine Efforts

Current status of I and Q capacity - Active sites

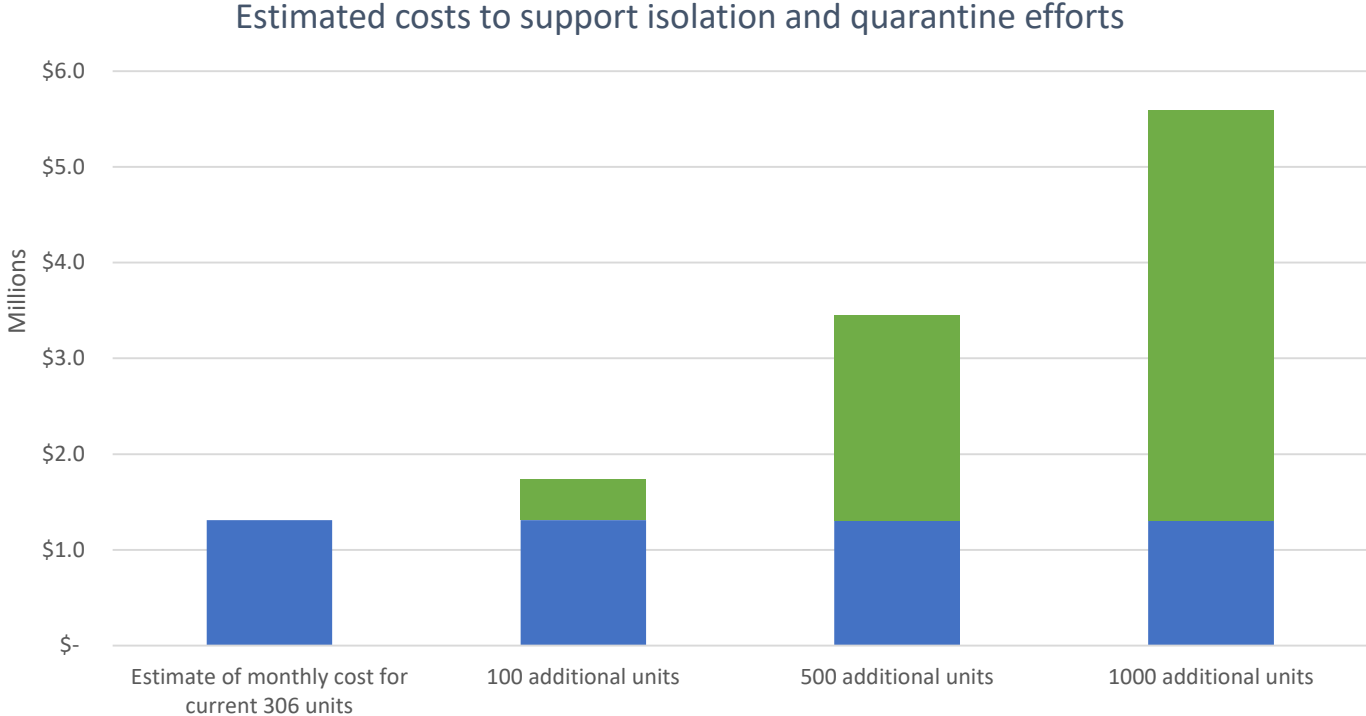
As of date	Type of site	Utilized	Available	Capacity
March 25	Self-quarantine (Seniors, high risk) Site #1	133	15	148
March 25	Self-quarantine (Seniors, high risk) Site #2	50	50	100
March 25	Isolation Site #2	11	29	40
March 25	Isolation Site #1	3	12	15
March 23	Isolation Site #3	0	3	3
Total		197	109	306

Units utilized and current units available (Pending units not included)



Isolation and Quarantine Cost Estimates

\$1.3 million/ monthly cost for current isolation capacity (306 units)*

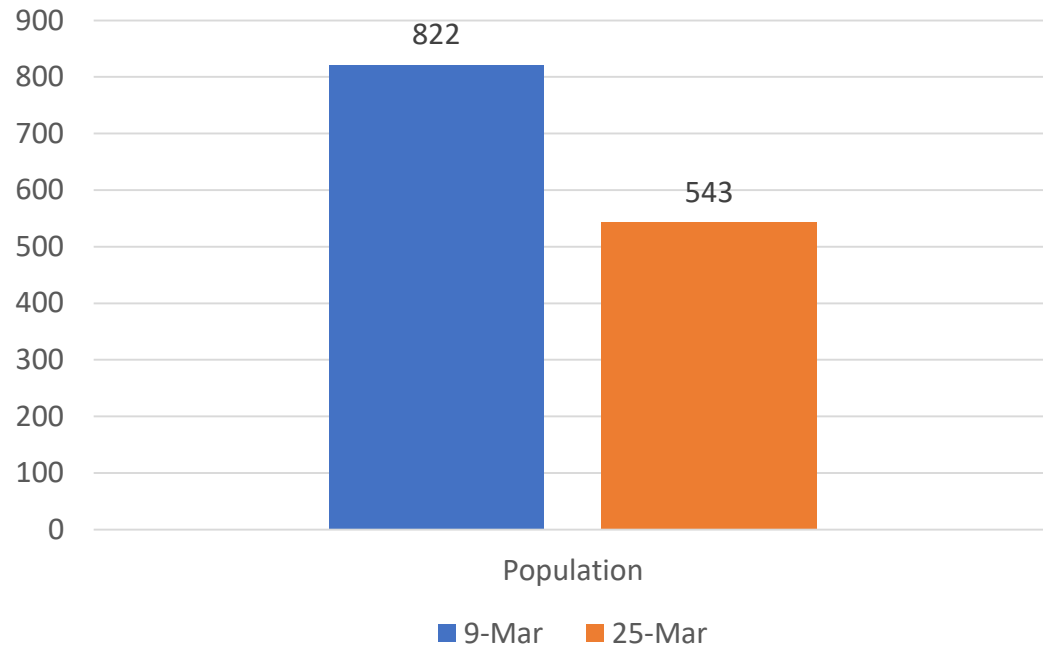


*Cost is based on staff, security, and unit rate estimates.

Public Safety COVID-19 Response

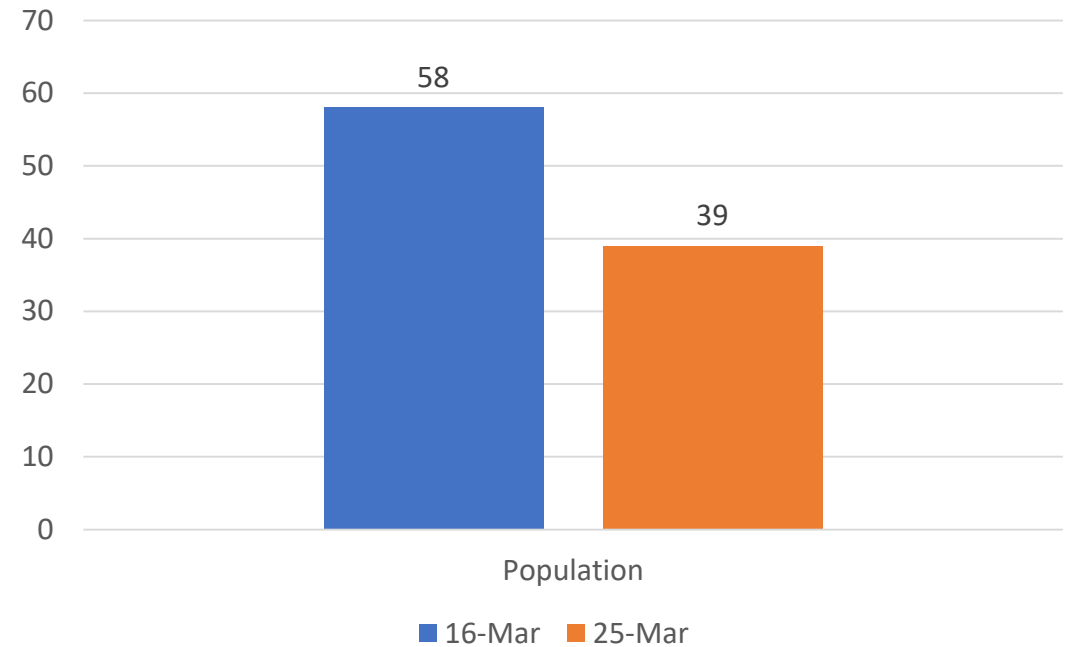
Jail Population Down 34%

Adult Detention Facility



JDC Population Down 33%

Juvenile Detention Facility





Personal Protective Equipment - Highlights

Personal Protective Equipment - Highlights

Community Donations

- 134,644 Gloves
- 12,579 Surgical Masks
- 2,298 N95 Masks
- Starkey Foundation
 - 80,000 - Face masks
- 736 other high need supplies

ACF Cache

- 500,000 Gloves
- 3,292 Dry Wipes
- 2,707 Spray Bottles W/disinfectant
- 1,002 Foaming Hand Sanitizers

Delivery of service through innovation

Innovative approaches using technology

- Move call centers to home locations for continued delivery of service
- Broader use of Adobe for remote electronic signing of document
- Video technology taking the place of face-to-face for required professional visits
- Telehealth software used by health line of business to perform virtual patient visits
- Facebook Live story time to provide age-appropriate family activities that support early literacy with familiar community librarians

Microsoft Teams 3/14-3/20

- Rolled out countywide in one-week with ongoing training and support, so that all employees could more effectively collaborate and work remotely.
- Over 5,000 county employees have used
- Staff have participated in more than 1,000 Teams meetings and calls

Innovative approaches using process change

- Centralized inventory, requests and distribution for critical supplies, utilizing STS crew leaders to deliver bulk ordered items to HC facilities
- Food shelves- shifting to "by appointment" pick ups of pre-packaging items rather than having clients "shop"
- Facility Services created and deployed 120 shields for client facing court counters
- Enhanced culturally specific outreach to inform on practical and critical interventions

Innovative approaches to sharing information

- Stood up coronavirus email inbox for centralized submission and triage of pandemic related questions
- Created employee COVID-19 information site on HC Connect
- Created public COVID-19 information site on hennepin.us

We're still delivering critical services at these locations

- North Mpls, 1001 Plymouth Ave N, Mpls
- Northwest Suburban Human Service Ctr, 7051 Brooklyn Blvd, Brooklyn Center
- South Suburban Human Service Center, 9600 Aldrich Ave, Bloomington
- West Suburban Human Services Center, 1011 First Street South, Hopkins
- Central Northeast Human Service Ctr/Health Services Building, 525 Portland Ave S, Minneapolis
- South Mpls Human Service Center, 2215 East Lake St, Mpls
- Powderhorn Partners, 1201 E Lake St Minneapolis

Hennepin Responds

- Deploy county staff to essential areas in need of additional help
- Organization wide message sent to employees asking for assistance
- 110 staff responded in just two days

We'll continue to explore innovative ways to deliver service

- Mail library patron material holds using existing Outreach system
- Use drop boxes where residents can drop off documents related to human services programs to be processed remotely by staff
- Enlist technology when remote work is recommended
- Deploy resources where help is needed

Questions

David Hough, County Administrator