

Hennepin County COVID-19 Response

AGENDA

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

Where we are today

COVID-19 events

April 8 Governor Walz extends Stay at Home order and bar/restaurant closures to May 4

Hennepin County response

April 7 County Board Chair email to employees:
Thank you video message
HR email to employees:
New federal leave options available
Email to employees:
County board actions related to COVID-19

April 8 Officially launch 348-3000 phone line as direct path to Hennepin County services, staff answer phones 7 days per week
HR email to managers/supervisors:
Leading through crisis weekly update
CA email to employees:
Gov. Walz extends Stay At Home order

April 9 News release outlines how we are providing essential services, including Human Services programs, shelter options, library services, marriage licenses and small business support

COVID-19 events

April 13 Governor Walz extends the statewide COVID-19 peacetime emergency declaration

Hennepin County response

April 10 Hennepin Responds weekly newsletter focuses on CDC cloth mask recommendations and Hennepin County service updates

April 13 Hennepin County Library begins curbside pick-up at eight locations
Hennepin County hosts first virtual Employers of the Day event
Sheriff's Office news release outlines response to first case in the Hennepin County Jail

April 14 HR email to managers/supervisors: Leading through crisis weekly update
IT email to employees: Watch for potential phishing attacks about COVID-19

COVID-19 events

April 16 Minnesota joins Midwest states coalition of governors to collaborate on reopening

April 17 Governor Walz changes Stay at Home order to allow golfing, boating, hunting, fishing and hiking

Hennepin County response

April 16 CA email to employees: Thank you, announce hiring freeze, feature innovative work, launch Hennepin Responds: Star Stories

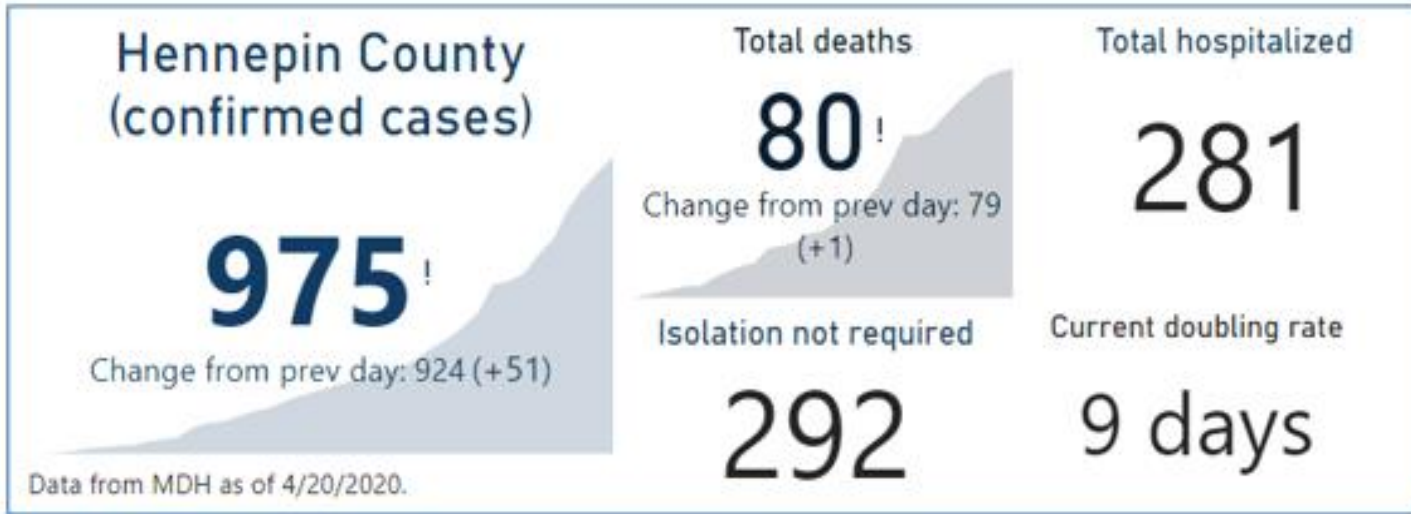
April 17 Hennepin Responds weekly newsletter focuses on what to do if you're sick (in multiple languages), service updates, how data guides decisions during COVID-19 response
Email to 4,000 resident volunteers asking for help at hotel sites

Situational awareness update

(local/national)

Dr. Susan Palchick, Hennepin County Public Health

Key Statistics: Local and global context



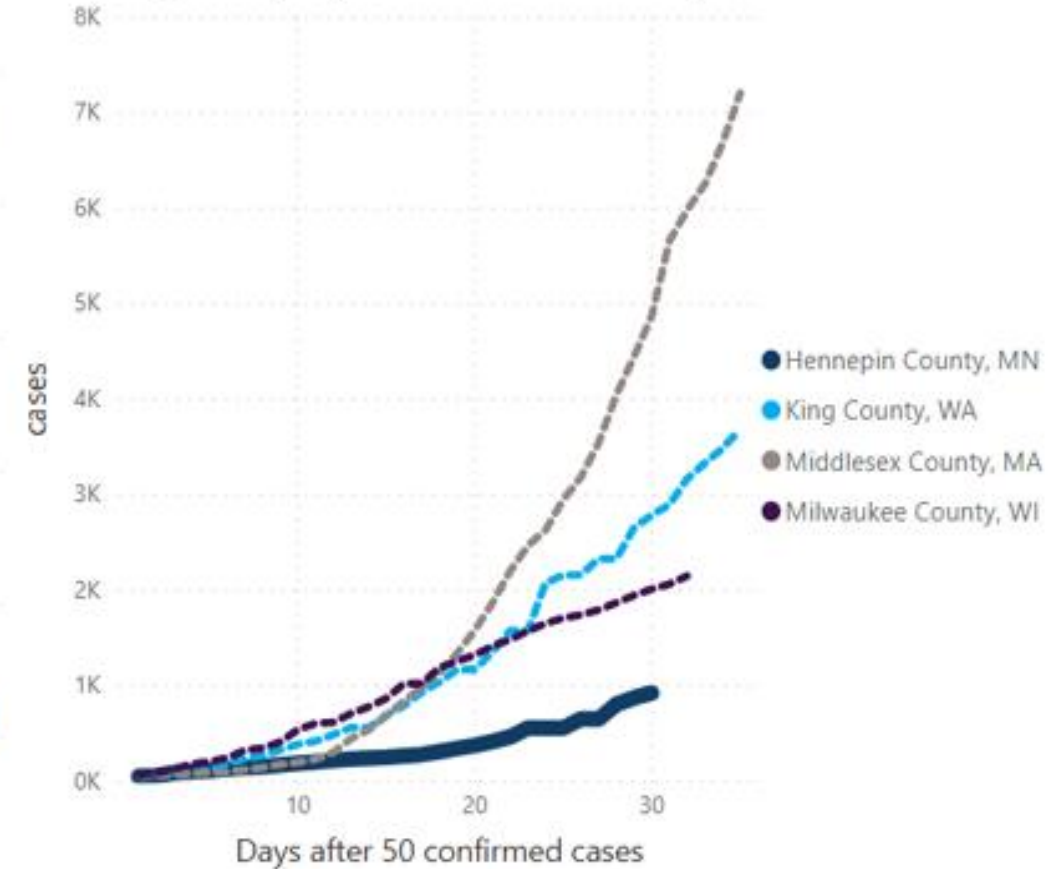
Confirmed cases in Hennepin County

Confirmed cases in Hennepin County (as of 4/20/2020)



*Data from MDH. Includes confirmed cases only and should be interpreted in context of testing volume. Data as of 4/20/2020.

Comparing county trajectories (50 cases as Day 1)



*Confirmed cases at national level may be a day or two behind and thus may not reflect more recent adjustments. These data are as of 4/19/2020 11:59 PM.

Testing for COVID-19

Molecular (PCR) - (are you infected?)

Swab

Limitations:

- Swabs, Reagents, PPE
- False negatives
- Only detect active infection

Uses:

- Break transmission chain
- Clinical

Serology - (have you been infected?)

Blood

Limitations:

- Specificity/Sensitivity
- Myriad of tests
- Questions about immunity

Uses:

- May help social distancing decisions
- Suggest how widely virus spread

Organizational response update

Dan Rogan, Assistant County Administrator-Operations

PH Strategy #1: High-risk housing

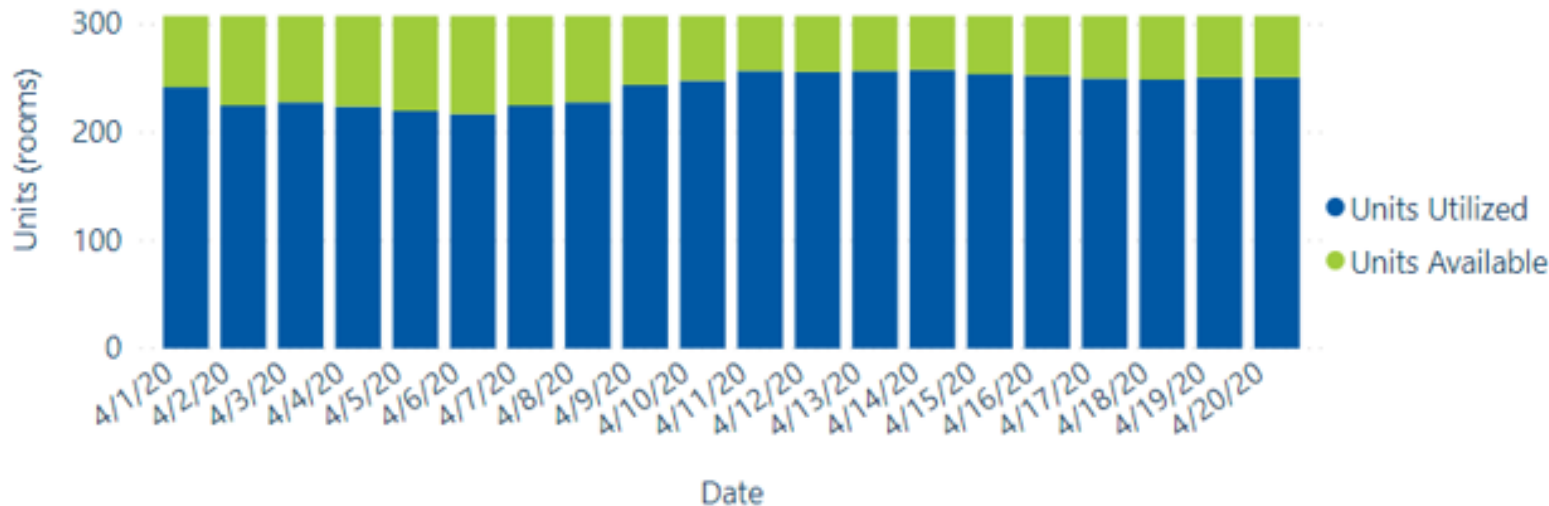
Temporary housing for people experiencing homelessness/staying in congregate shelter settings who can't follow CDC recommendations for mitigation, i.e., social distancing, using personal bathrooms

High Risk Housing is not a shelter

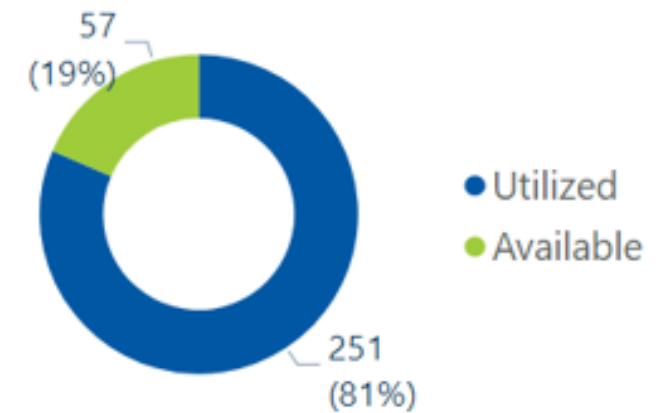
Current status of high risk housing sites

As of date	Site name	Utilized	Available	Capacity
April 20	High-risk site #1	156	12	168
April 20	High-risk site #2a	95	5	100
April 20	High-risk site #2b	0	40	40
Total		251	57	308

High-risk housing units utilization and availability



Current status of high-risk housing units



PH Strategy #2: Isolation housing

Temporary housing for people who are experiencing homelessness/staying in congregate shelter settings who have COVID-like symptoms and/or confirmed case of COVID.

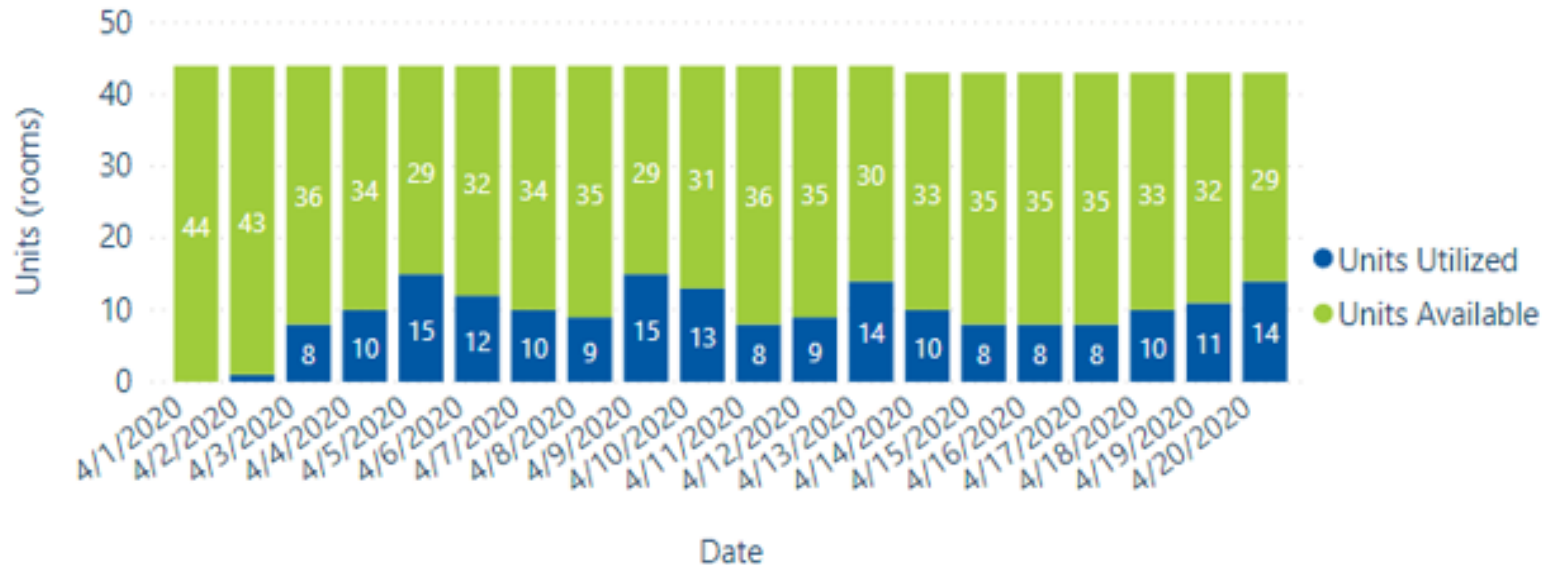
People in Isolation Housing are removed from a shelter, have been tested, and need to be isolated until COVID symptoms resolve.

There is no quarantine housing.

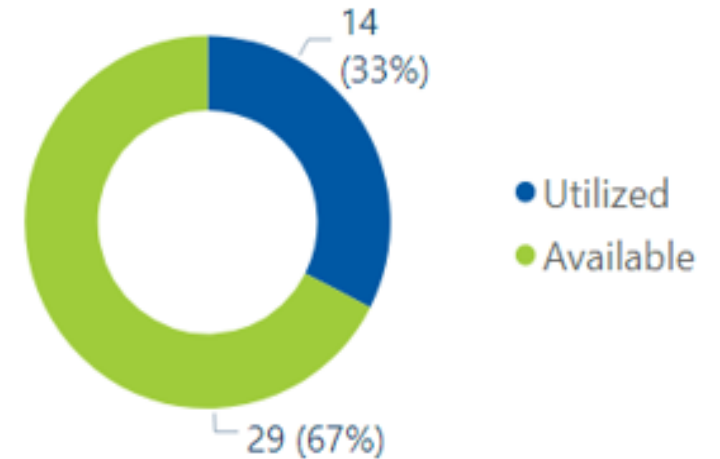
Current status of isolation housing sites

As of date	Site name	Utilized	Available	Capacity
April 20	Isolation site #1	14	29	43
Total		14	29	43

Isolation housing units utilization and availability



Current status of isolation housing units



Inmate Housing at Public Safety Facilities

Public Safety Facility

Functional Capacity: 63% (479 inmates)

- 40 inmates in isolation.
- 30 tested; 25 negative, 5 pending
- Total tested: 95—3 positive, 88 negative, 4 pending

Adult Corrections Facility

Men's Facility Count: 30% (121)
Women's Facility Count: 37% (30)

5* residents quarantine, 0 in isolation
Total tested: 1 - 1 negative

Juvenile Detention Center

Total Resident Count: 39

11* residents in quarantine, 0 in isolation

County Home School

Total Resident Count: 27

4* residents in quarantine, 0 in isolation

Administrator update

David Hough, County Administrator

COVID-19 financials to date

Spending

Amount spent to date on COVID-19 expenses	\$6.7 million
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Received

Grants received from state and federal government for direct COVID-19 expenses	\$6.2 million
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Pending

Application submitted for federal CARES legislation
(at this time authorized expenditures are unknown).

Human Services – service delivery innovations

Leveraging virtual interactions

- Increase use of telehealth
- Virtual multidisciplinary screening teams

Reducing paper processes

- Mobile capture of documents
- Scanning of mail and reduction in printing
- Expansion of digital signature

Service Center – service delivery innovations

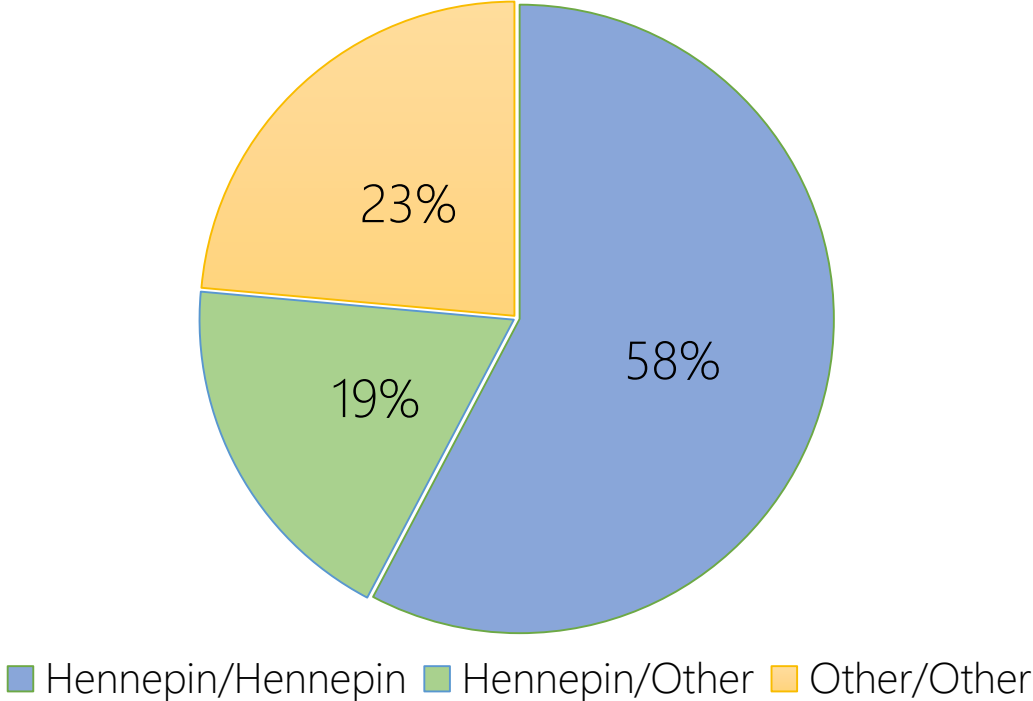
Government Center Service Center – March 17 through April 17

- 8,238 certified copies of birth, death, and marriage records
 - 447 miscellaneous transactions (notary filings, marriage officiant filings, etc.)
 - 273 Motor vehicle transactions
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- Maple Grove Service Center Drive Up Window – April 13 through April 17
 - 17 Vital Records requests
 - 10 Boat/Snowmobile registration
 - 109 Motor Vehicle Transactions
 - 4 Property Tax Payments

The Service Center team at the Government Center developed an entirely new process for completing marriage license applications remotely.

They completed substantial backlog on reverification of marriage records, marriage officiant filings and notary commission filings; editing marriage officiant filings and notary commission filings in FileNet; and indexing marriage records into FileNet.

Marriage Applications by Location of Applicants



Library – service delivery innovations

Curbside pick-up

- Service began on April 13
- 1062 patrons served during the first week
- 3567 item checkouts
- Highest volume patron visits: Plymouth (198)
- Highest volume material checkout: Maple Grove (628)



Pilot Program Locations



Maple Grove Library



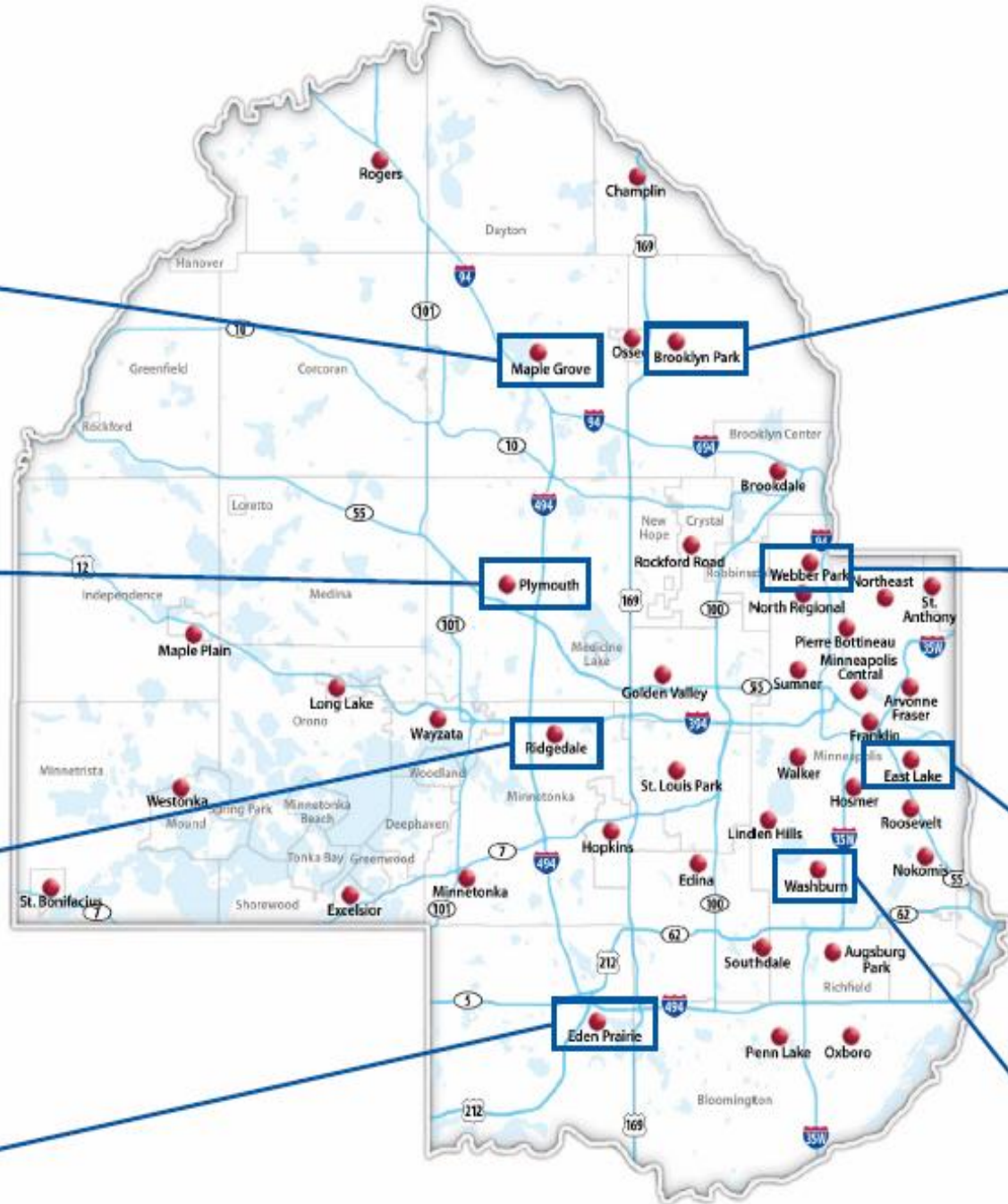
Plymouth Library



Ridgedale Library



Eden Prairie Library



Brooklyn Park Library



Webber Park Library



East Lake Library



Washburn Library

Library – service delivery innovations (cont.)

Instant Electronic Library Cards

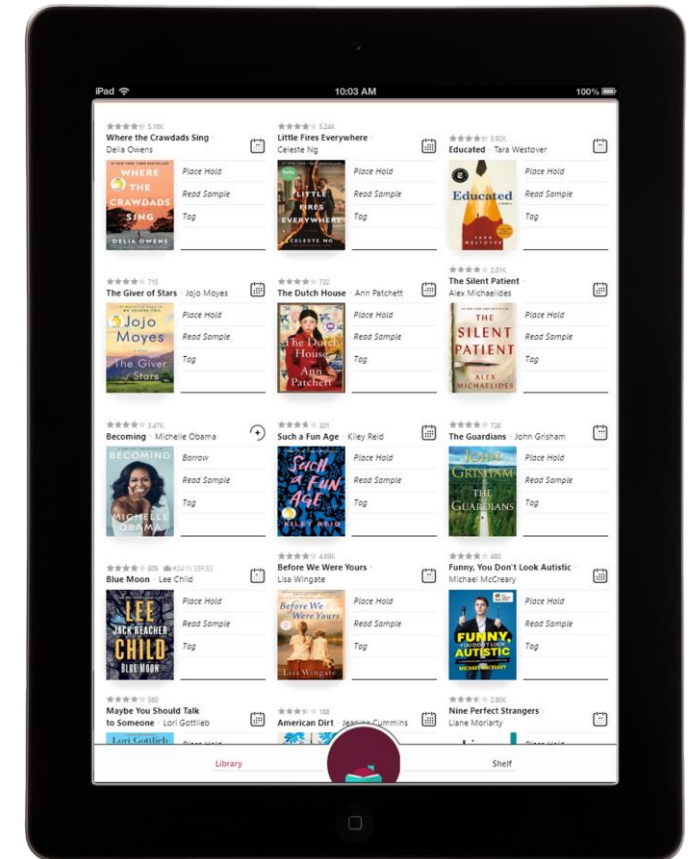
- Temporary, electronic library card service launched on April 13
- Residents can apply for and instantly receive an e-card for access to eBooks and digital services
- 1670 patrons have received E-Cards since service launch



Library – service delivery innovations (cont.)

Digital Collections

- HCL is allocating more collection dollars to electronic acquisitions in response to digital demand from our patrons
- HCL OverDrive collection now includes more than 200,000 titles – making it the second largest collection at HCL
- Over 151,000 items have been used in 2020 Q1, this is a 157% increase over 2019 Q1



Library – service delivery innovations (cont.)

Ask Us Online staff are available via telephone, SMS, live chat, or email through the library's Ask Us service.

- 1000+ online questions since March 16
- Most popular topics include: curbside pickup, library card barcodes and pins, digital downloads, and book returns
- Ask Us staff also service three unique language support lines for Spanish, Somali, and Hmong speakers

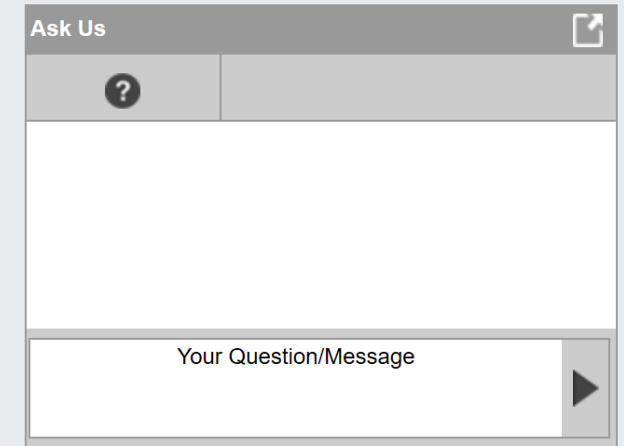
Ask Us services

- Monday-Thursday 9 a.m. – 9 p.m.
- Friday-Saturday 9 a.m. – 5 p.m.
- Sunday noon – 5 p.m.

Chat

Chat with Hennepin County Library staff.

● **Chat available**



The screenshot shows a chat window titled "Ask Us" with a question mark icon in the top left and a close button in the top right. Below the title bar is a large white text input area. At the bottom, there is a text field containing the placeholder text "Your Question/Message" and a right-pointing arrow button to submit the message.

Questions

David Hough, County Administrator