St. Louis County Public Health and Human Services

As our client/customer, you can expect to receive professional services and clear information

- Respectfully
- Courteously
- In a timely manner

Vision
A community where all people are safe and healthy.

Mission
To protect, promote, and improve the health and quality of life in St. Louis County.

Community Input
The St. Louis County Public Health and Human Services Advisory Committee seeks input about the Public Health and Human Services delivery system.

Phone 218-726-2043
or e-mail PHHS@stlouiscountymn.gov

www.stlouiscountymn.gov
Financial Assistance
You may be eligible for help, depending on your income and assets:

• Medical Assistance
• Emergency Funds (shelter/utilities)
• Minnesota Family Investment Program (families with children)
• General Assistance (single adults or married w/o children)
• Minnesota Supplemental Aid (aged, blind, disabled)
• Food Support
• Group Residential Housing
• Long-Term Care Housing or Assistance
• Fraud Prevention Investigation
• County Burial Assistance

Call or stop in for information, or an application to determine if you are eligible.

Child Support
Child support is a financial obligation of a parent to pay money for the support of his/her children. The Child Support office can assist with:

• Locating parents
• Establishing paternity
• Establishing or modifying orders for child support, medical support, and child care
• Enforcing support obligations
• Collecting current and past-due support

You can apply whether or not you are on public assistance.

Application fee: $25 one-time fee for non-public assistance until July 1, 2016, at which time there will be no fee.

Ongoing fee: Some non-public assistance cases may be charged a 2% fee for payments processed.

* St. Louis County is an equal opportunity provider
Adult Services

Developmental Disabilities
Services to eligible individuals with diagnoses of developmental disability or a related condition that impairs general intellectual functioning and adaptive behavior.
- Information and Referral
- Eligibility Screening
- Rule 185 Case Management
- Semi-independent living skills
- Supported living services
- Intermediate Care Facilities (ICF/DD)
- Semi-Independent Living Skills (SILS)
- Home and Community-Based Services (HCBS)
- Family Support Grant (FSG)
- Day Training and Habilitation (DT&H)
- Supported or Extended Employment
- Case Management

Chemical Dependency
Services for persons seeking treatment for chemical dependency or chemical abuse who meet income guidelines.
- Information and Referral
- Detoxification
- Eligibility and Access Screening
- Income eligibility assessment (Rule 24)
- Chemical use assessment (Rule 25)
- Referral, Care Coordination or Case Management for access to services
- Outpatient treatment
- Primary residential treatment
- Extended care
- Halfway house

Elderly and Disabilities Services
These services provide a range of assistance for elderly and disabled people who are eligible for Elderly Waiver (EW) services (including some care coordination on behalf of managed care organizations), Alternative Care Program services; Community Alternative Care (CAC), Community Alternative for Disabled Individuals (CADI), and Brain
Injury waivers; and selected care coordination on behalf of managed care organizations. This includes a variety of services for people living in their own homes and community settings.

- Information and Referral in conjunction with the Senior and Disability Linkage Lines
- Long-Term Care Consultation (LTCC) regardless of income
- Relocation Service Coordinator from nursing care facilities
- Case Management, Referral, or Care Coordination for eligible elderly and disabled adults
- Home and Community-Based Services (HCBS) which may include case management, consumer directed services, home care, supportive services, foster care, residential care, and assisted living services
- Residential services
- Volunteer assistance with transportation
- Representative Payee

**MnCHOICES Assessment**

MnCHOICES assessment is a person-centered planning approach to make decisions about long-term services and supports. The assessment determines eligibility for public funded programs and services for all ages including:

- Alternative Care program
- Brain Injury Waiver
- Community Alternative Care Waiver
- Community Alternatives for Disabled Individuals Waiver
- Community Support Grant
- Developmental Disability Waiver
- Day Training and Habilitation
- Elderly Waiver
- Family Support Grant
- Moving Home Minnesota
- Personal Care Assistance Services
- Developmental Delay Case Management (Rule 185)
- Semi-Independent Living Skills Services
Adult Services, Continued

Adult Mental Health
For access by the general public:
• Information and Referral
• Education and Prevention Services
• Emergency or Crisis Services (CRT)

For individuals with a Serious and Persistent Mental Illness (SPMI):
• Case Management
• Eligibility Assessment
• Mental Health Targeted Case Management (Rule 79/MH-TCM)
• Development of comprehensive care plan
• Service coordination and referral
• Monitoring and evaluation

• Intensive-Prevention (Hibbing/Chisolm area)
• Assertive Community Treatment (ACT)
• Community Support Program
• Assistance with government benefits
• Client Outreach

Referral, Care Coordination or Case Management for access to services:
• Crisis assistance
• Day treatment
• Employability and supported employment
• Medication monitoring
• Independent living arrangements

• Independent Living Skills (ILS)
• Psycho-social rehabilitation
• Adult Foster Care (AFC)
• Board and Lodge

Adult Protective Services
Adult Protective Services provide a mechanism for anyone in the community to report incidents within the County boundaries of suspected maltreatment of vulnerable adults. These reports are evaluated for intervention which may include referral to the Department of Human Services (DHS), the Minnesota Department of Health (OHFC), local investigations and/or coordination with local law enforcement to check on the safety of individuals in St. Louis County.

• Information and Referral
• Common Entry Point (CEP) (phone intake of reports)
• Assessment or Investigation

• Case Management
• Critical Incident Review Team
• Multi-disciplinary Adult Protection Team (MAP Team)
Children and Family Services

Child Protection
Mandated services to respond to child abuse and neglect and to build safety for children.

Initial Intervention Services
- Intake and assessment of referrals
- Child abuse and neglect investigation/assessment
- Engagement with families in planning for child safety

Indian Child Welfare Services
- Work actively with American Indian families from intake through case completion
- Coordinate County with Tribal services

Child Protection Services
- Assist parents with providing safe and nurturing homes for children
- Arrange for out-of-home child placement, when necessary
- Reunite and bring families together
- Arrange for permanent alternative care for children when reunification not possible
- Coordinate with community services

Parent Support Outreach Program
Positive support to families in effort to prevent maltreatment.
- Engage families in strengthening child safety and well-being
- Help families access community resources
- Assist with basic needs

Child Welfare
Voluntary services to strengthen families and build healthy communities.

Family Support Services
Help for families requesting assistance with short-term or ongoing challenges.
- Assist families to provide safety and stability for children in the home
- Help families with stressors such as parent disability, child behavior problems, unmet basic needs, parent-child conflict, and children's special needs
- Connect families to community resources

www.stlouiscountymn.gov
Children and Family Services, Continued

**Children’s Mental Health**
Services for children with serious mental health and behavioral challenges and their families.
- Team with parents and help them access mental health treatment and services
- Provide support in school and community settings

**Child Care Services**
Assistance in assuring affordable, accessible and quality child care.
- Child care licensing
- Child care financial assistance

**Intensive Family-Based Services**
Family-focused and strength-based program to help families stay together or reunify.
- Provide in-home parenting education and family counseling for families active in child protection and child welfare services

**Minor Parent Program**
- Assist minor parents in making appropriate educational and living plans for themselves and their children

**Foster Care**
- Information, licensing, and training for persons interested in becoming foster parents
- Ongoing consultation and placement coordination for foster families

**Adoption**
- Guidance through the adoption process for children entering adoptive families
- Post-adoption assistance to adult adoptees and birth parents when requested

Services for children with developmental disabilities or related conditions (see Developmental Disabilities, p. 4).
Public Health

Adult Health
Long-Term Care Consultation
Assess the appropriateness of nursing home placement and provide information and resources for alternative living arrangements or in-home services.

Personal Care Attendant (PCA)
Assessment of health needs and authorization of PCA services.

Communicable Disease Prevention and Control
Communicable Diseases
Education, investigation and follow-up of reportable communicable diseases. Investigate potential rabies incidents.

Immunizations
Provided for infants, children and adults who are uninsured or whose insurance does not cover vaccine cost.

Tuberculosis (TB) Screening and Management
Skin testing (Mantoux) for assessment of exposure to TB. Education and medication monitoring of persons requiring treatment.
Maternal Child Health
WIC (Women Infants Children)
Nutrition education program; WIC provides free supplemental foods that promote good health for pregnant, breastfeeding and postpartum women, and infants and children up to age five.

Home Visiting
Visits to pregnant women, infants and children for assessment, education, support and referral for community resources.

Breastfeeding Support
Breastfeeding education and support.

Child and Teen Checkups (C&TC) Outreach
Child and Teen Checkups outreach and follow-up for children 0–21 years who are eligible for Medical Assistance or MinnesotaCare.

Health Promotion
Health Education
Presentations available on a variety of health-related topics. Consultations about public health issues.

Community Partnerships
Provide information and work with community leaders on community assessment and policy development related to health issues.

Public Health Preparedness
Planning with community partners for coordinated emergency response to natural and man-made disasters.
The Customer/Client Complaint Procedure has been developed to give you two choices for resolving a complaint, if you haven’t been treated in a respectful, courteous, or timely manner.

**The first choice**
is to talk to the supervisor of the employee with whom you are working. The supervisor will work with you to resolve the complaint.

**The second choice**
is to speak with a Senior Manager from the service area from which you are receiving services (see contact information on page 12 of this brochure). A Senior Manager can also help to resolve complaints.

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If you do not know the name of the Supervisor or Senior Manager, please call:
218-726-2096 or 1-800-450-9777 ext. 2096
Hours: 8 am–4:30 pm Monday–Friday.

**NOTE:** This complaint procedure is not the same as the formal appeal process for decisions regarding benefits, permits or services. Please contact a supervisor regarding the formal appeal process.
Contact

St. Louis County Public Health & Human Services

Duluth
Government Services Center
Public Health, Human Services, Child Support & WIC
320 West 2nd Street
Duluth, MN 55802-1495
(218) 726-2222

Virginia
Northland Office Center
P.O. Box 1148
307 First Street South
Virginia, MN 55792-1148
(218) 471-7100

Hibbing
Hibbing Annex
1814 E. 14th Avenue
Hibbing, MN 55746
(218) 262-6000

Ely
St. Louis County Service Center
320 Miners Drive East
Ely MN 55731-1402
(218) 365-8200

To contact any of the above offices toll-free, call:
1-800-450-9777

Public Health and Human Services Directory

Deputy Director Public Health & Human Services
Shelley Saukko 218.726.2210
Email: saukkos@stlouiscountymn.gov

Child Support and Income Maintenance
Debbie Waldriff 218.726.2021
Email: waldriffd@stlouiscountymn.gov

Children and Family Services and Child Care
Holly Church 218.725.5161
Email: churchh@stlouiscountymn.gov

Adult Services
Mark Nelson 218.726.2085
Email: nelsonm@stlouiscountymn.gov

Public Health
Amy Westbrook 218.725.5267
Email: westbroока@stlouiscountymn.gov

Business Office
Janet Nilsen 218.726.2053
Email: nilsenj@stlouiscountymn.gov

To call toll free: 1-800-450-9777