



Guide to Programs & Services



St. Louis County
Public Health
& Human Services

WELCOME

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 Services

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

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.

Public Health

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.



Complaint Procedure

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.

1

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.

2

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.

As our client and customer, you can expect to receive professional services and clear information ***Respectfully, Courteously, and in a Timely Manner.***

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: westbrooka@stlouiscountymn.gov

Business Office

Janet Nilsen 218.726.2053
Email: nilsenj@stlouiscountymn.gov

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



St. Louis County Public Health & Human Services
Government Services Center, 6 East
320 West Second Street
Duluth, MN 55802

