

COUNTY SPECIFIC INFORMATION

Aitkin County:

County Administration:

Agency Name	Aitkin County Health and Human Services
Director's Name	Cynthia Bennett
Address	204 First Street NW, Aitkin, MN 56431
Telephone Number	218-927-7394
FAX Number	218-927-7461

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number / Email Address
Social Services	Jessica Schultz	Supervisor	Jessica.schultz@co.aitkin.mn.us
Health Care Eligibility	Jessica Goble	Supervisor	Jessica.goble@co.aitkin.mn.us
Public Health	Erin Melz	Supervisor	Erin.melz@co.aitkin.mn.us
Mental Health *Adult	Jessica Schultz	Supervisor	Jessica.schultz@co.aitkin.mn.us
Mental Health *Children	Kim Larson	Supervisor	Kim.larson@co.aitkin.mn.us
Substance Use Disorder	Kim Larson	Supervisor	Kim.larson@co.aitkin.mn.us
Transportation	Jessica Goble	Supervisor	Jessica.goble@co.aitkin.mn.us

General County Service Delivery and Access:

- Descriptive information about the county that would be of interest to potential responders.
 - Rural with much distance between towns with any amenities (including food, healthcare products, prescriptions, etc.), which are limited
 - Low median income
 - Elderly and growing senior + population
 - Services are often sought across county lines
 - Limited affordable housing coupled with minimum wage jobs—leaves limited resources for other payments, i.e. paying for transportation
 - Limited access to broadband; most health plans are moving toward more internet based services and we have very poor broadband available. This includes the ability to choose primary clinics when a new plan is being assigned to an individual after MA application.
- How are health care services accessed?
 - High use of ER—transportation issues for regular appointments, sometimes wait times for regular appointments and the need/desire to have immediate dx and answers
 - Urgent Care exists, but limited access/hours, no full time minute clinics
 - Services are often sought across county lines
- What issues exist around accessing health care services?
 - Limited providers, i.e. one mental health NP—long wait times for appointments
 - Transportation issues—no/limited scheduled and stops public transportation, no taxi service, no on-demand transportation If Medical Assistance reimbursed “no-load miles” for transportation we could see an increase in transportation providers in the Region. The hardship for drivers is the distances they have to drive to pick an individual up or drop off before and after the appointment.
 - Limited dental providers
 - Public insurance coverage creates limited access to dental providers and medical providers if missed appointments, etc.
 - Mindset of “not sick, don’t go”—need to continue to educate re: preventative visits/screenings, etc., especially adolescent age health
 - Limited service hours, no full time minute clinic options
 - Distance to get to provider
 - Reimbursement rates for providers, i.e. dental (Reimbursements to dental providers are too low which causes a major dental care desert for MA recipients.)
 - Need to continue to support, value and reimburse preventative/public health services, i.e. home visiting services, safety seats, oral health initiatives, etc.
- What health care services are currently unavailable?
 - Some specialty services, i.e. dialysis (coming)
- What health care services are limited in their availability to the county’s enrollees?
 - Some specialty services, limited availability and often wait times for appointments, i.e. dermatology, allergist, pediatric services
 - Dental clinics/providers, orthodontist, pediatric options
 - Psych/mental health
 - Assessment services—mental health, chemical health, diagnostics
 - Formulary for diabetic supplies

- Challenges are across the age span
- Providers have concerns re: reimbursement rates for services
- Providers having staff that are well equipped and trained in behavioral health and redirection, i.e. PCA for medical/physical needs of adult vs. PCA for behavioral issues/redirection of a child
- Limited options (housing, employment) for individuals who have a past history with chemicals or offenses

Becker County:

County Administration:

Agency Name	Becker County Human Services
Director's Name	Denise Warren
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Telephone Number	218-847-5628
FAX Number	218-847-6738
Procurement Contact Name Email Address	Denise Warren Denise.warren@co.becker.mn.us

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number / Email Address
Social Services	Jennifer Anderson Amy Hanson Rebecca Fee	Supervisor	Jenny.anderson@co.becker.mn.us Amy.hanson@co.becker.mn.us Rebecca.fee@co.becker.mn.us 218-847-5628
Health Care Eligibility	Shannon Jemelka	Supervisor	Shannon.jemelka@co.becker.mn.us
Public Health	Kristin Bausman	Supervisor	Kristin.bauseman@co.becker.mn.us
Mental Health *Adult	Emma Wartman	Supervisor	Emma.wartman@co.becker.mn.us
Mental Health *Children	Emma Wartman	Supervisor	Emma.wartman@co.becker.mn.us
Substance Use Disorder	Emma Wartman	Supervisor	Emma.wartman@co.becker.mn.us
Transportation	Christy Ramsey Shannon Jemelka	Supervisor Supervisor	Christy.ramsey@co.becker.mn.us Shannon.jemelka@co.becker.mn.us
Other – Please List	Jason Ruona	Child Support Supervisor	Jason.ruona@co.becker.mn.us

General County Service Delivery and Access

Becker County, with an estimated population of 34,098, is located on U.S. Highway 10 in West Central Minnesota, 45 miles east of the Fargo/Moorhead metropolitan area. The county encompasses 1,440 square miles and stretches 30 miles north to south and 48 miles east to west.

Within Becker County, there are 37 townships and seven cities, including the county seat of Detroit Lakes, which is the largest city with a population of 9,216. A portion of the White Earth Indian Reservation is located in the northern part of the county.

Health care services are provided by Essentia Health St. Mary's Hospital which is located at 1027 Washington Avenue, Detroit Lakes. The hospital provides services that include a birthing center, medical clinic, 24-hour emergency room, home health, therapy, as well as senior and assisted living services.

Sanford Health Detroit Lakes Clinic & Same Day Surgery Center also provides services and is located at 1245 Washington Avenue. Sanford Clinic provides family medicine, internal medicine, OB/GYN, general surgery, podiatry, psychology, occupational therapy, optometry, physical therapy, walk-in care and same day surgery services, as well as offer the services of specialists who travel to bring those services to Detroit Lakes.

The White Earth Service Unit of Indian Health Service which is located in Ogema, Minnesota also provides General/Family Practice, Optometry, Therapy, Dental, and Podiatry services to the American Indian residents of Becker County. A primary barrier to care in the Becker County is high poverty levels. There is an aging population. There is also a high rate of diversity in the county's American Indian Population. Lack of transportation is also a barrier to care. Dental services are not adequate for the population.

Beltrami County

County administration:

Agency Name	Beltrami County
Director's Name	Becky Secore
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FAX Number	
Procurement Contact Name Email Address	Becky Secore Becky.secure@co.beltrami.mn.us

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number / Email Address
Social Services	Jeffery Lind	Social Services Division Director	Jeffrey.lind@co.beltrami.mn.us 218-333-4196
Health Care Eligibility	Anne Lindseth	Economic Assistant Division Director	Ann.lindseth@co.beltrami.mn.us 218-333-4199
Public Health	Cynthia Borgen	Division Director, Public Health	218-333-8116
Behavioral Health *Adult	Jeffery Lind	Social Services Division Director	Jeffrey.lind@co.beltrami.mn.us 218-333-4196
Behavioral Health *Children	Jeffery Lind	Social Services Division Director	Jeffrey.lind@co.beltrami.mn.us 218-333-4196
Substance Use Disorder	Jeffery Lind	Social Services Division Director	Jeffrey.lind@co.beltrami.mn.us 218-333-4196
Transportation	Anne Lindseth	Economic Assistant Division Director	Ann.lindseth@co.beltrami.mn.us 218-333-4199

General County Service Delivery and Access:

What issues exist around accessing health care services?

Beltrami County lies in North Central Minnesota and is generally considered a regional hub for service access. Sanford Health is the primary health provider with a multitude of smaller non-profits providing mental health services. On a whole, the primary issue is a shortage of providers for the population. Dental health, mental health, primary prevention, assisted living, nursing home beds, acute rehab beds and acute services have been identified as local needs. Also, basic needs such as housing (and transportation) is noted. As in many areas there is a workforce shortage that is highly visible related to nursing, group homes, and general care for people needing services. These challenges bring up great concerns for access to community supports. Finally, we still lack the beds and services for children in mental health crisis. Children get placed primarily at Prairie St. Johns in North Dakota for psychiatric crisis. This does not allow for community consult, moves children away from their primary family support, and causes a multitude of issues including transportation, communication, continuity of care, lack of family participation, and fear and frustration from the children placed.

What health care services are currently unavailable?

I cannot speak for the local Hospital, but our hospital is generally filled to capacity. Issues with COVID and emergency mental health issues are standard issues I hear from our Sanford partners. Sanford offers some specialty services but many are not available locally. Senior inpatient mental health is not available after the closure of the Senior Behavior Health Unit.

What health care services are limited in their availability to the county's enrollees?

Skilled Home Care Services are limited by provider availability. We have one Medicare certified home care agency and one PCA company that offers limited skilled home care services. Services are not available in most of the northern townships, with Bemidji being the major provider. Medical transportation within and outside of the county is limited due to provider availability. Homemaking, chore, ICLS, senior companion and PCA are limited.

What issues exist around providing long-term care services?

The major hurdle is availability of providers locally and within the borders of the county. The reimbursement for services from the state is not enough to cover the cost of service provision.

Benton County:**County Administration:**

Agency Name	Benton County Human Services
Director's Name	Robert Cornelius
Address	531 Dewey St., PO Box 740, Foley, MN 56329
Telephone Number	320-968-5087
FAX Number	320-968-5330

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number / Email Address
Social Services	Robert Cornelius Sandi Shoberg	Director Assistant Director	rcorneli@co.benton.mn.us sshobergrcorneli@co.benton.mn.us 320-968-5087
Health Care Eligibility	Janel Sczublewski Lindesy Knosalla	IM/ Financial Supervisors	jsczuble@co.benton.mn.us 320-965-5188 lknosallrcorneli@co.benton.mn.us 320-968-5122
Public Health	Jaclyn Litfin Debra Rieland	PH Supervisor PH/ SS Supervisor	jlitfin@co.benton.mn.us 320-968-5272 drieland@co.benton.mn.us 320-968-5098
Mental Health *Adult	Nikki Knowles	SS Supervisor	nknowles@co.benton.mn.us
Mental Health *Children	Nikki Knowles	SS Supervisor	nknowles@co.benton.mn.us
Substance Use Disorder	Nikki Knowles	SS Supervisor	nknowles@co.benton.mn.us
Transportation	Janel Sczublewski	IM/ Financial Supervisor	jsczuble@co.benton.mn.us 320-965-5188

General County Service Delivery and Access:

Descriptive information about the county that would be of interest to potential responders.

- Low income community with very low health indicators.
- 1 primary care clinic located in Foley, with limited capacity and hours – county residents go to facilities located in surrounding areas. (Stearns, Sherburne, Morrison, Mille Lacs).
- Since the last RFP Minute Clinic located in Foley no longer exists/ Foley Pharmacy closed. Coborns remains only pharmacy located in Foley. HealthPartners former walk in clinic no longer exists as HealthPartners Services closed and no longer is in St.Cloud Area. Centra Care and St. Cloud Medical group serve most of Benton County.
- No mental health providers physically located in county other than in some limited co-located services in our 2 school districts.
- HS/PH located in Foley primarily, an area with limited public transit. Office space located in St. Cloud is not open to public.
- 1 hospital located in St Cloud, majority utilize-smaller number use the hospital in Princeton or Little Falls.
- 3 nursing homes located in Benton County – with over 400 beds and a high concentration of assisted living facilities/beds – and lower income housing
- Benton County has the Salvation Army homeless shelter – as well other day/homeless sheltering – presenting unique challenges in present health arena

How are health care services accessed?

- Majority of county residents get primary care in surrounding counties-CentraCare Health, St. Cloud Medical Group or Fairview System. Dental providers are limited as well, many take a limited number of MA clients.

What issues exist around accessing health care services?

- Low income community with very low health indicators drive concerns for our community. Some survey information indicates that transportation and cost were an issue but also personal beliefs (many do not get preventative services, only get medical attention when it's urgent or an emergency).

What health care services are currently unavailable?

- Individuals reporting waiting long times for appointments/ preventative care – seeking emergency room care instead.
- Interpreter Services is various dialects are a concern and have been extremely difficult to locate. Health care and services have been taxed due to Covid at all levels; provider as well as county. These struggles have to be impacting access to medical care and services as well as our programs.

What health care services are limited in their availability to the county's enrollees?

- It appears that general services are being taxed – along with areas of Mental Health
- Access for families experiencing mental health crisis/ behavioral crisis cannot get into providers for consultation/ there are no providers to supply the support services needed by these individuals and families. Emergency room services and supports are overwhelmed and quite inadequate/ and individuals are sent home without help and assistance.
- Psychiatry – in home CTSS services and providers, residential treatment options and available programs and services for persons having violent histories.

Big Stone County:

County Administration:

Agency Name	Big Stone County Family Services
Director's Name	Laura Laub
Address	PO Box 338, 340 2 nd St. NW, Ortonville, MN 56278
Telephone Number	320-839-2555
FAX Number	320-839-3966
Procurement Contact Name Email Address	Laura Laub, Director Laura.laub@bigstonecounty.gov

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number / Email Address
Social Services	Laura Laub	Director	Laura.laub@bigstonecounty.gov 320-839-2555
Health Care Eligibility	Diana Hults	Financial Services Supervisor	Diana.hults@bigstonecounty.gov 320-839-2555
Public Health	Liz Auch	Director	lauch@countyside.co.seift.mn.us 320-843-4546
Mental Health *Adult	Amy Weir	Social Services Supervisor	Amy.weir@bigstonecounty.gov 320-839-2555
Mental Health *Children	Amy Weir	Social Services Supervisor	Amy.weir@bigstonecounty.gov 320-839-2555
Substance Use Disorder			
Transportation	Diana Hults	Financial Services Supervisor	Diana.hults@bigstonecounty.gov 320-839-2555

General County Service Delivery and Access

Big Stone County, with a population of 5,166 is located in the farthest west central region of the state. Big Stone County did not experience a decline in population, but the growth was minimal. Over 30% of the county population is over the age of 65.

Understanding the uniqueness of a rural, lower economic county would be beneficial for any health plan within our county. With fewer formal services available to us, the use of informal, or creative supports has met the needs of many consumers of health care within our county. What works for larger more populated counties, will not necessarily work in a smaller community.

Big Stone County has no statistically significant ethnic diversity. The need for interpreter services has risen over the past 2 years, but at a slow rate. Interpreters have only been needed for Spanish speaking populations. The county does have two Hutterite Colonies within the county.

Big Stone County is home to two hospitals, and two nursing homes located in Ortonville and Graceville. In Big Stone County, there are 9 primary care physicians, 3 physician assistants, 2 chiropractors, 3 pharmacists and two dentists. Big Stone County receives mobile dental services through Caring Hands dental clinic in Alexandria.

Big Stone County utilizes Woodland Centers Mental Health Center as a member county and we have an office in Ortonville. Outreach to other Communities is available and with the use of tele-health, mental health access has greatly improved within our county.

Big Stone County contracts with Prairie 5 RIDES to provide local, regional and volunteer drivers for our transportation needs. Both medical and non-medical transportation needs are difficult to meet with the lack of volunteers and the rural nature of our county. There are very limited transportation options in evenings or weekends. The smaller communities in our county have no formal transportation system.

Blue Earth County:

County Administration:

Agency Name	Blue Earth County Human Services
Director's Name	Phil Claussen
Address	410 South 5 th Street, PO Box 3526 Mankato, MN 56002
Telephone Number	507-304-4228
FAX Number	507-304-4379

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number / Email Address
Social Services	Anne Broskoff	CFS Supervisor	507-304-4459
	Lanette Ayers	Adult Services Supervisor	507-304-4292
Health Care Eligibility	DeAnn Boney	Fin Asst. Supervisor	507-304-4358
Public Health	Kelley Haeder	Public Health Supervisor	507-304-4175
Mental Health *Adult	Julie Moniz	Adult Mental Health Supervisor	507-304-4271
Mental Health *Children	Julie Stevemer	Children's MH Supervisor & Chemical Health	507-304-4137

General County Service Delivery and Access:

- 65,000 population
- Housing, medical and retail hub
- College town
- Growing

- How are health care services accessed?
 - Usual and customary private transportation / public transit in town / facility-based
- What issues exist around accessing health care services?
 - Cost / rural access / lack of innovation for chronic conditions / lack of integrated care
- What health care services are currently unavailable?
 - Linkage services with county and private providers (multi-systemic navigators) / MA-dental
- What health care services are limited in their availability to the county's enrollees?
 - As above (also crisis mental health has been cut / lack of prevention and early intervention services or investments by health plans)

Brown County

County information:

Agency Name	Brown County Human Services
Director's Name	Barb Dietz Barb.dietz@co.brown.mn.us
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Telephone Number	507-359-6531
FAX Number	
Procurement Contact Name	Karen Moritz, Brown County Public Health
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County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number / Email Address
Social Services	Denise Kamm	Children's Social Service Supervisor	507-359-6576 Denise.Kamm@co.brown.mn.us
	Annie Braun	Adult Social Service Supervisor	507-359-6538 Annie.Braun@co.brown.mn.us
Health Care Eligibility	Nancy Braam	Income Maintenance	Nancy.braam@co.brown.mn.us
Public Health	Karen Moritz	Public Health Director	Karen.moritz@co.brown.mn.us
Behavioral Health *Adult	Julie Hogen	Social Service Supervisor	Julie.hogen@co.brown.mn.us
Behavioral Health *Children	Julie Hogen	Social Service Supervisor	Julie.hogen@co.brown.mn.us
Substance Use Disorder	Julie Hogen	Social Service Supervisor	Julie.hogen@co.brown.mn.us
Transportation	Barb Dietz and Nancy Braam	Human Services Director and Income Maintenance Supervisor	507-359-6531 Barb.Dietz @co.brown.mn.us 507-359-6549 Nancy.Braam@co.brown.mn.us

County Demographic Characteristics:

As of the 2020 United States Census, the population of the county was 25,912. Brown County's largest city and county seat is New Ulm with an estimated population of 13,212 in 2019. Other cities in the county include Springfield, Sleepy Eye, Comfrey, Evan, Cobden and Hanska. In 2019 the median age of residents of Brown County was 42.3 with a median household income of \$61,120. 98.6% of the residents in Brown County are U.S. citizens. In 2019 there were 45 times more white (non-hispanic) residents than any other race or ethnicity. In 2019, Brown County experienced 227 births and 307 deaths. In this same year, the number of children under the age of 5 was approximately 1400, or 5.6% of the population and those over the age of 65 was 5,335 or 21.3% of the population of the county. Based on socioeconomic statistics, Brown was comparable to the State in population over 25 who did not have their high school diploma or GED (6.5% county, 6.8% state) and % of people living below 200% of poverty level (23.8% county, 23.7% state); owner occupied housing was higher (79.2% county, 71.6% state) and fewer children in single family households (20.9% county, 26% state).

General County Service Delivery and Access:

Brown County is located 100 miles south/southwest of Minneapolis and 30 miles west of Mankato. The county is primarily agricultural land with both the Minnesota River and Cottonwood Rivers flowing through. There are also several manufacturing plants within the county with the largest being 3M and Kraft.

Allina is a critical access hospital located in New Ulm that serves the areas of New Ulm and west. In addition to the hospital in New Ulm there is a clinic that has 70 practicing family medicine and specialty providers and has both inpatient and outpatient chemical dependency and mental health services. To the east 30 miles in Mankato are two major providers of health care, the Mankato Clinic and Mayo Health System. Sleepy Eye has a community hospital and Springfield has a clinic run by Allina Health Care.

The difficulty in accessing health care is the limitation on service availability and transportation. Dental services have been the most difficult to access for our MA population due to providers unwilling to accept additional MA patients or practices being full. Mental Health services have been more difficult to access of late also with wait times of several months. We do have a county transportation service that operates Monday through Friday from 6 am to 6 pm in New Ulm and one or two days per week in the other communities in the county. However, their area of transport is exclusive to the county. Transportation for medical services outside of our county may be provided by volunteer drivers or True Transit out of Mankato if going to that community. Appointments in the metropolitan area can be more difficult as some volunteer drivers are not willing to drive there and this is outside of the service area for True Transit. It is helpful if a health care plan provides a service to help find and pay for transportation for members.

Our targeted Family Home Visiting program and Universal Contact through our Public Health nursing department is important and having good reimbursement, support and promotion of these services from our health providers is important. Our public health nurse clinic medication management program has been quite successful also and we want a provider that supports this service as a good preventative measure for clients who are struggling with mental health and need support to take their medication. We also want providers who focus on health prevention with physical wellbeing but also with mental health and substance abuse and not just response to acute illness issues.

Carlton County

County administration:

Agency Name	Carlton County Public Health and Human Services
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County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number / Email Address
Social Services	Peggy Hart	Social Services Supervisor	Peggy.hart@co.carlton.mn.us
Health Care Eligibility	Peggy Hart	Financial Assistance Supervisor	Peggy.hart@co.carlton.mn.us
Public Health	Joanne Erspamer	Public Health Supervisor	Joanne.erspamer@co.carlton.mn.us
Behavioral Health *Adult	Julie Juntti	Adult Services Supervisor	Julie.juntti@co.carlton.mn.us
Behavioral Health *Children	Brenda Carlson	Children's Mental Health Supervisor	Brenda.carlson@co.carlton.mn.us
Substance Use Disorder	Julie Juntti	Adult Services Supervisor	Julie.juntti@co.carlton.mn.us
Transportation	Angela Korpela	Financial Assistance Supervisor	Angela.korpela@co.carlton.mn.us

General County Service Delivery and Access Issues:

Carlton County has only two full service clinics and two hospitals. Outlying areas find accessing these services difficult. The Community Memorial Hospital and Mercy Hospital are both going through significant building updates and expansions with the idea that the types and amount of services they can offer their communities will increase significantly.

Carlton County is predominately Caucasian with a fairly sizeable American Indian community. Part of the Fond du Lac Indian Reservation is in Carlton County. It is important for us to maintain our excellent working relationship with Indian Public Health and Min No Aya WinClinic. Indian Public Health bills both Fee-for-Service (FFS) and the MCOs. Indian Public Health dollars covers what FFS or the MCO(s) do not cover.

We have several service areas that are difficult to access: dialysis, pediatrics, orthodontics, hospice, psychiatry, dental, infant mental health and psychiatric care for children. The lack of public transportation for rural areas is a continuing theme. There is a growing need to leverage the capabilities of tele-health: tele-mental health, tele-public health – through use of our growing internet telepresence (ITP) services.

Carlton County has a number of dentists who serve MA recipients, but most have a quota for MA and have met that quota. They are not taking new clients. Current MCOs have not been able to currently meet the dental needs of Carlton County recipients.

Carlton County is looking for ways to encourage providers to provide services to MA clients. It would be helpful to have a regional mobile dental clinic. This could help with the lack of preventive care.

The number one issue we are facing is the escalating role that prescription opioids, heroin and methadone play in our communities. We have a growing number of addicted citizens who present additional complications to our criminal justice, child protection and healthcare systems. We need a strong, proactive partnership with our MCOs in helping to reduce this growing addiction epidemic.

The MCOs authorize very little time for inpatient treatment. Detox is funded primarily by county dollars. There is a lack of services for individuals with a dual diagnosis of mental illness and chemical dependency. Integration with primary care, mental and chemical health services is limited. The length of treatment is very short.

There is a lack of identifying mental health issues and integrating with primary care. Carlton County needs better integration between mental health and primary care. We need strong partners in finding creative reimbursement strategies to allow for the teaming of behavioral health providers with primary care providers, providing integrated behavioral health services. Without such advances, there is little chance we will be able to address the large percentage of untreated or undertreated mental health concerns that make life very difficult for too many of our citizens and are very costly to the current health care system.

Early intervention and crisis services are limited. There is also lack of preventative care and early assessments for adults with mental health needs.

Outpatient psychiatric services are available Human Development Center (HDC). There is a shortage of this service and extensive waits for medications and medication management.

Inpatient mental health services are accessed out of the county in Duluth at Miller Dwan Medical Center. There is a considerable shortage of psychiatric beds for youth resulting in youth being hospitalized hours away or staying in emergency rooms for extended periods of time.

Children's Mental Health Case Management (Rule 79) is provided by Carlton County Public Health and Human Services, Human Development Center, and Fond du Lac Behavioral Health

HDC provides Volunteer Driver transportation and volunteer driver services.

Managed care enrollees access transportation through their MCO. In most cases, the MCO provides/pays for a volunteer driver for this service area which includes Duluth. The client always has the option of driving themselves whether or not they are in managed care and MA will reimburse them for mileage. For transportation provided by Med A Van, the providers bill MA or the MCO directly. The MCOs presently have contracts with Volunteer Services. There is no access to handicapped accessible transportation and transportation in evening hours. We have no public transportation in the rural areas. There needs to be coordinated EMS services. Public transportation is very limited in Carlton County. There is a need to strengthen transportation opportunities.

Currently Public Health conducts the following:

- Injections and medication set-ups for mental health clients.
- Contracts with Carlton County Public Health for a minimum of three visits to all newborns on public programs – not to be restricted by unreasonably short pre-authorization timelines. (Same for) Follow Along Program

There is a work force issue with Public Health Nurses. There are some service gaps on the Aitkin County/Carlton County border. There is also a lack of hospice care and home care.

Public Health provides medication monitoring and many other programs such as:

- Jail Health.
- Jail Mental Health Assessments
- Universal Home visiting (post-partum and well-baby).... Need to continue... increasingly difficulty to get full reimbursements for nurses.
- Prenatal home visits.
- High risk parenting home visits.
- Dentist and Dental Hygienist at Public Health through Children's Dental Services
- ToothSavers Dental Varnish Program
- Clinic Liaison – Public Health connection to physicians and clinics for education and Assessment/Monitoring of immunization practices, emergency preparedness, infectious disease reporting, best practices for parent and child health.
- FAS Prevention – Healthy Promise
- Shelter Services – health care screenings for youth by public health nurse.
- Lactation Consultants and Breastfeeding Specialists.
- Car Seat Safety.
- Follow Along Program.
- Immunizations and public clinics, immunization registry.
- Bereavement visits for parents experiencing loss.
- Teen parent home visits and school credits.
- Screenings: Blood pressure, prenatal and post-partum depression, mantoux test, hearing, vision, alcohol and drug abuse, infant mental health, developmental.
- WIC nutritional services and education.
- Parenting classes, Young parents, Baby Steps, Infant Massage

- Health fairs
- Personal Care Assessments
- Child and Teen Check-up outreach.
- Child and Teen Check-ups with focus on ages 3-4 and adolescents who are behind schedule.

Cass County:**County Administration:**

Agency Name	Cass County Health Human and Veterans Services
Director's Name	Michele Piprude
Address	400 Michigan Avenue, PO Box 519
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FAX Number	218-547-1448
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County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number / Email Address
Social Services	Michele Piprude	Director	Michele.piprude@co.cass.mn.us 218-547-1340
Health Care Eligibility	Maggie Melby	Supervisor	Margaret.melby@co.cass.mn.us 218-547-6888
Public Health	Renee Lukkason	CHS Administrator	Renee.lukkason@co.cass.mn.us 218-547-6825
Mental Health *Adult	Tammy Stacey	Supervisor	Tammy.stacey@co.cass.mn.us 218-547-6851
Mental Health *Children	Tammy Stacey	Supervisor	Tammy.stacey@co.cass.mn.us 218-547-6851
Substance Use Disorder	Tammy Stacey	Supervisor	Tammy.stacey@co.cass.mn.us 218-547-6851
Transportation	Kim Minton	Supervisor	Kim.minton@co.cass.mn.us 218-547-6864

General County Service Delivery and Access

There are problems with access to health care which include transportation and numbers of providers and specialty providers.

Transportation is a concern in the Cass County area, as we have limited public transportation. Public transportation does not run on in our county.

Another area of concern is accessing dental care. Very few dental providers will accept medical assistance. These resources are rarely used due to transportation issues.

With Substance Use Disorder (SUD) reform there will be a lack of resources in our county to provide comprehensive assessments as well as substance use treatment services. We have no treatment facilities in Cass County and sparse CD resources in our county.

Cass County jointly plans and developing integrated mental health services with counties located in region 5. The health plans are encouraged to work with the county in this partnership of service delivery.

Mental Health services are an ongoing concern as resources are limited in Cass County and the need is increasing.

Chippewa County:

County Administration:

Agency Name	Chippewa County Family Services
Director's Name	Patrick Bruflat
Address	719 N 7 th Street, Ste. 200, Montevideo, MN 56265
Telephone Number	320-269-6401
FAX Number	320-269-6405

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number / Email Address
Social Services	Lisa Schultz Debbie Stoeckman	Social Service Supervisors	lschultz@co.chippewa.mn.us dstoeckman@co.chippewa.mn.us 320-269-6401
Health Care Eligibility	Michelle Trulock	Financial Assistance Supervisor	mtrulock@co.chippewa.mn.us 320-269-6401
Public Health	Liz Auch	Public Health Director	lauch@countyside.co.swift.mn.us 320-843-4546
Mental Health *Adult	Lisa Schultz	Social Service Supervisor	lschultz@co.chippewa.mn.us 320-269-6401
Mental Health *Children	Debbie Stoeckman	Social Service Supervisor	dstoeckman@co.chippewa.mn.us 320-269-6401
Substance Use Disorder	Lisa Schultz	Social Service Supervisor	lschultz@co.chippewa.mn.us 320-269-6401
Transportation	Ted Nelson	Prairie Five Rides	Ted.nelson@prairiefive.com 320-269-6578
Other – Please List			

General County Service Delivery and Access:

1. Chippewa County has a population of approximately 13,000 people; the economy is primarily based on agriculture.
2. The available health care services are primarily located in Montevideo, the county seat. The local hospital/medical clinic is co-owned by Chippewa County and the City of Montevideo with satellite clinics located in neighboring communities. Other health care services available include dental, pharmacy, optical, home care, and PCA services. There is also a satellite office of the Woodlands Mental Health Center located in Montevideo.
3. Accessing health care can be difficult because of limited transportation and availability of MA dental providers.
4. Chippewa County lacks chemical dependency outpatient services for adults and adolescents within the county and detox can be of short supply as well. In regard to mental health we do not have any residential services located within the county.
5. Chippewa County wants to increase access for enrollees to dental care and Rule 25 CD assessments.

Chisago County:

County Administration:

Agency Name	Chisago County Health and Human Services
Director's Name	Robert Benson Robert.benson@chisagocountymn.gov
Address	313 North Main Street
Telephone Number	651-213-5637
Procurement Contact Name Email Address	Todd McMurray todd.mcmurray@chisagocountymn.gov

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number / Email Address
Social Services	Todd McMurray	Family Supports Division Manager	Todd.mcmurray@chisagocountymn.gov
Health Care Eligibility	Todd McMurray	Family Supports Division Manager	Todd.mcmurray@chisagocountymn.gov
Public Health	Courtney Wehrenberg	Public Health Administrator	Courtney.wehrenberg@chisagocountymn.gov
Mental Health *Adult	Jolene Thorsen	Aging and Disabilities Manager	Jolene.thorsen@chisagocountymn.gov
Mental Health *Children	Jolene Thorsen	Aging and Disabilities Manager	Jolene.thorsen@chisagocountymn.gov
Substance Use Disorder	Jolene Thorsen	Aging and Disabilities Manager	Jolene.thorsen@chisagocountymn.gov
Transportation	Ami Helmbrecht	Financial Supervisor	Ami.helmbrecht@chisagocounty.gov

General County Service Delivery and Access

Chisago County serves 10,114 individuals on public health care programs. Accessing health care services can be a challenge in a rural county due to the lack of providers. We are seeing that especially true on the dental side of health care. Also, a barrier for people is the lack of transportation resources. This limits individual's ability to seek health care services. Sometimes obtaining children's mental services to include care can be problematic due to the number of providers. Increasing the availability of services options would help support independence and give individuals the ability to choose supports that best fit their needs in the community.

Some things to consider in your information:

- How are health care services accessed? Application for eligibility either on-line or paper process. Once determined eligible, selecting preferred PMAP. Follow PMAP's provider network for services.
- What issues exist around accessing health care services? The lack of providers especially on the dental side of health care.
- What health care services are limited in their availability to the county's individuals? Some Children's behavioral services can be difficult and limited dental providers.

Clay County:

County Administration:

Agency Name	Clay County Social Services
Director's Name	Rhonda Porter
Address	715 11 th Street North, Suite 502, Moorhead, MN 56560
Telephone Number	218-299-7134
FAX Number	218-299-7515
Procurement Contact Name Email Address	Rhonda Porter Rhonda.porter@co.clay.mn.us

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number / Email Address
Social Services	Kirstin Wegenast	Supervisor, Behavior Health and Adult Protection	Kirstin.Wegenast@co.clay.mn.us 218-299-7072
	Hollie Wanner	Supervisor, Home and Community Based Services	Hollie.wanner@co.clay.mn.us 218-299-7119
	Amy Amundsen	Supervisor, On- Going Child Protection	Amy.amundsen@co.clay.mn.us 218-299-7129
	Quinn Jaeger	Supervisor, Child Intake&	Quinn.jaeger@co.clay.mn.us 218-299-7114
	Jessica Mickelson	Assessment Supervisor, Licensing & Disability Services	Jessica.mickelson@co.clay.mn.us 218-299-7090
Health Care Eligibility	Jamie Stewart	Supervisor, Financial Assistance	Jamie.stewart@co.clay.mn.us 218-299-7036
Public Health	Kathy McKay	Public Health Director	Kathy.mckay@co.clay.mn.us 218-299-7186
	Jamie Hennen	Public Health Director of Nursing	Jamie.hennen@co.clay.mn.us 218-299-7836
Mental Health *Adult	Kirstin Wegenast	Supervisor, Behavior Health and Adult Protection	Kirstin.Wegenast@co.clay.mn.us 218-299-7072

Mental Health *Children	Michelle Thordal	Supervisor Children's Mental Health and Child	michelle.thordal@co.clay.mn.us 218-299-7105
Substance Use Disorder	Kirstin Wegenast	Supervisor, Behavior Health and Adult Protection	Kirstin.Wegenast@co.clay.mn.us 218-299-7072
Transportation	Jamie Stewart	Supervisor, Financial Assistance	Jamie.stewart@co.clay.mn.us 218-299-7036

General County Service Delivery and Access

Clay County has a growing population at 65,000+ (2020) with 11 cities and 30 townships.

- 13% of the total population is over 65 years of age
- 4.8% of the total population is foreign born
- 6.9% of the total population report speaking a language other than English at home- Clay County has seen a gradual increase in the use of interpreter services for service delivery with the request for Arabic/Kurdish/Behdini
- 11.9% of the total population is living in poverty

Dental- The inability to access dental care is a significant unmet healthcare need for low income and special needs children, adults and elders in Clay County and throughout Minnesota. The barriers that contribute to this problem include:

- lack of available dentists that take new MA or MinnesotaCare recipients;
- lack of dental facilities in our rural areas; transportation challenges; and lack of adequate funding for dental procedures through Medicaid which make it difficult for providers to take recipients.

Substance Use Disorder- Areas needing improvement in the Chemical Health area for Clay County include:

- Funding for detoxification services in our Detox facility.
- As we move into SUD Reform, we would want Comprehensive Assessments reimbursed by the health plans as well.
- Increased funding for treatment coordination- we would want MCO to reimburse for this service.
- Increased programming for dual diagnosed CD/MI.
- Increased support for transportation to treatment on evenings and weekends.
- Increased support for drug testing.
- Lack of culturally competent CD providers.
- Lack of Adolescent Halfway House services locally.

Mental Health – Adults & Children-

- Access to psychiatric care is difficult in Clay County. Length of time to see a Psychiatrist must be reduced. Accessing appropriate psychiatric care in the rural areas of Clay County can create challenges and transportation and telemedicine is needed to address this issue.
- It is important that the health plans work with the Court system for court ordered mental health evaluations and treatment, family, delinquency and criminal court proceedings and pre-petition screening for commitments and commitment hearings. These situations require prompt response and authorizations due to the time limits that exist.
- Because of the lack of mental health services for individuals who are incarcerated, Clay County levied dollars to have a full time Mental Health Professional and a full time Mental Health Practitioner in the correctional facility. We would like to partner with the health plans on sustaining these services as most often once incarcerated individuals lose their health care coverage. Clay County would like the Health Plans to be involved with client case planning for recipients in the Reintegration Advanced Planning program.
- Clay County would request that the health plans review their prior authorization process, determination of medical necessity for an array of adult and children's mental health services, and support strategies for community-based mental health care aimed at reducing psychiatric hospitalization. It is important that health plans encourage and support collaboration between primary health care providers and the mental health delivery system. Integration of care is critical in addressing each patient's overall health needs and establishment of holistic treatment planning.

Transportation- Issue Identified:

- Limited bus services in rural areas.
- Lack of available bus tokens, criteria for the bus tokens vary between providers.
- Lack of attendants to accompany physically fragile or mentally compromised elderly citizens to health care appointments.
- Unpredictable bus schedules can cause recipients to be late for health care appointments risking them being cancelled.
- Inability for some individuals or families to afford car repairs

Public Health- Areas of need/concern identified by Public Health in Clay County include:

- Limited chore service providers that offer snow removal, yard cleanup, window washing etc.
- Lack of providers that help with relocations to a facility or another dwelling (includes heavy lifting and trucks for transporting items)
- Lack of health care specialists such as neurology
- Location of the hospital system and specialists for Clay County are in Fargo, North Dakota
- Timely and proper medical care and immunizations.
- Increased need for prenatal care and parent education and prevention regarding FAS and chemical use during pregnancy.
- Provider staffing shortages in home-based services.

Clearwater County:

County Administration:

Agency Name	Clearwater County Department of Human Services
Director's Name	Jamie Halverson
Address	216 Park Ave NW, Bagley, MN 56621
Telephone Number	218-694-6164
FAX Number	218-694-3535
Procurement Contact Name Email Address	Jamie Halverson jamie.halverson@co.clearwater.mn.us

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number / Email Address
Social Services	Sandy Comer-Moen	Social Service Supervisor	Sandy.comer-moen@co.clearwater.mn.us 218-694-6164
Health Care Eligibility	Samantha Coyle	Income Maintenance Supervisor	Samanth.coyle@co.clearwater.mn.us 218-694-6164
Public Health	Lisa Syverson	Public Health Director	Lisa.syverson@co.clearwater.mn.us 218-694-6581
Mental Health *Adult	Sandy Comer-Moen	Social Service Supervisor	Sandy.comer-moen@co.clearwater.mn.us 218-694-6164
Mental Health *Children	Sandy Comer-Moen	Social Service Supervisor	Sandy.comer-moen@co.clearwater.mn.us 218-694-6164
Substance Use Disorder	Sandy Comer-Moen	Social Service Supervisor	Sandy.comer-moen@co.clearwater.mn.us 218-694-6164
Transportation	Samantha Coyle	Income Maintenance Supervisor	Samanth.coyle@co.clearwater.mn.us 218-694-6164

General County Service Delivery and Access

Clearwater County has one hospital and three clinics that serve the area. The County has two reservations that adjoin it, which both have health care facilities. Clearwater County has one nursing home, two Customized Living facilities, four Adult Foster Homes and two Housing Support homes. Since we have a hospital and clinics in our County we have basic health care services available. However, residents must access specialty care through referrals to other facilities outside our community. We have a Public Health Agency in addition to other personal care providers that go into the homes of our residents and provide personal care, home chore services and nursing care. Public Health provides services in the public health offices, businesses, schools and at community events. Due to the low census of Clearwater County, and much of the Public Health Funding tied to population, this results in decreased dollars available to Clearwater County through state funding for service delivery. With the poor economic status of the county there is limited county funding to assist in the cost of these services. The rural nature of our county causes increased travel time and mileage costs related to service delivery. Clearwater County Nursing Service is the provider for Public Health, Home Care and Hospice Services.

Clearwater County has two Dental Clinics. One does not accept MA and the other will accept it from time to time. There is a dental clinic in Beltrami County where residents can go, however transportation can be a barrier to getting there.

Clearwater County does not currently have withdrawal management, inpatient or outpatient treatment available in the county. Individuals needing these services are receiving them outside the county. If eligible there is access to the White Earth Chemical Dependency treatment for youth and adults. There are multiple sites for AA and similar services such as "Most Excellent Way" which is at the Clearwaters Life Center in Clearbrook.

Adult mental health services such as counseling and med management are provided through the clinics in our County and Region. Clearwater County provides an array of services including community education and prevention, screenings, ARMHS and CSP. Community and inpatient residential treatment is available outside the county but it is difficult to find available beds. Clearwater County contracts with Sanford to provide our ARMHS CSP services. They work with case managers and other staff at the County to meet the needs of clients. Some of the services provided by our Community Support Program include medication monitoring, assistance in developing independent living skills, client outreach, crisis assistance, and emergency assistance. Emergency services, such as a 24-hour crisis phone line, are also available for both adults and children. Residents in Clearwater County do have to travel for 72 hour and commitment holds. We have found it difficult to access the Bemidji CBHH as well as other inpatient mental health facilities as they are full most the time. Children's mental health services consist of individual and family therapy, school base services, residential treatment (provided outside the county), and med management. Case Managers work with Clearwater County Nursing Services and the schools for referrals. The Tribes also have their own mental health services for children. Most of Clearwater County's mental health service recipients are receiving one of the following: Individual therapy, family therapy, and children's psychiatric services, CTSS in a school setting, 72 hour mental health hold or inpatient treatment. We are lacking 30 day in-home assessments and in home therapy. It has been extremely difficult finding and maintaining in-home service providers. There can be difficulties in finding child psychiatrists and therapists because of our rural setting and their high caseload numbers.

Clearwater County coordinates transportation for accessing medical assistance appointments. Individuals that do not have their own means of transportation, call Clearwater County Human Services for transportation to their appointments. There are volunteer driver programs through Clearwater County Human Services,

Veteran's Services and the Reservations. We also contract with Tri Valley for bus service within the County. There are also common carrier providers that are used as well. There is a shortage of drivers for all of these services.

Cook County:

County Administration:

Agency Name	Cook County PHHS
Director's Name	Alison McIntyre
Address	411 W 2 nd Street, Grand Marais, MN 55604
Telephone Number	218-387-3620
FAX Number	218-387-3020

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number / Email Address
Social Services	Grace Bushard (children & Families) Martina Johnson (Seniors)	Social Service Supervisors	Grace.bushard@co.cook.mn.us Martina.johnson@co.cook.mn.us 218-387-3620
Health Care Eligibility	Allison Plummer	Financial Assistance Supervisor	Allison.plummer@co.cook.mn.us 218-387-3620
Public Health	Alison McIntyre	Director	Alison.mcintyre@co.cook.mn.us 218-387-3629
Mental Health *Adult	Grace Bushard	Social Service Supervisor	Grace.bushard@co.cook.mn.us 218-387-3620
Mental Health *Children	Grace Bushard	Social Service Supervisor	Grace.bushard@co.cook.mn.us 218-387-3620
Substance Use Disorder	Grace Bushard	Social Service Supervisor	Grace.bushard@co.cook.mn.us 218-387-3620
Transportation	Allison Plummer	Financial Assistance Supervisor	Allison.plummer@co.cook.mn.us 218-387-3620

General County Service Delivery and Access

Cook County is located at the tip of the Arrowhead in Northeastern Minnesota. The county is geographically large in comparison to other counties and sparsely populated. The county borders Canada, Lake Superior and rural Lake County. The majority of the county is public land and the county also includes the Grand Portage Reservation. Limited access to dental services and behavioral health services and transportation issues are primary concerns in Cook County as in most rural Minnesota counties.

Persons with limited incomes are isolated from health care services due to the availability of providers and the distance required to travel to receive specialized care. People need to travel to Duluth (approximately 265 miles round trip for those who live on the US/Canadian border) in order to consult with specialists and/or receive any type of surgical procedure. Pregnant women must travel to Duluth for labor and delivery services. Any follow up for specialty pediatric care for infants and children with special needs requires travel to Duluth and beyond. Persons requiring cancer treatments and other specialty medical services must travel to Duluth, the Twin Cities area and Mayo Clinic which increased the need for assistance with transportation.

There is limited public transportation through the Arrowhead Economic Opportunity Agency (AEOA) bus. This bus provides service primarily within the city of Grand Marais during daytime hours. The bus also makes one weekly trip to Duluth. This transportation option provides limited benefit since residents needing to use public transportation to Duluth for medical services are often too ill or require special assistance to take the bus safely. It is also difficult to schedule appointments on the days designated by the AEOA bus service for travel to Duluth. People who use their own automobiles are also challenged by operating vehicles in poor working condition and low gas mileage. The reimbursements from the Health Care Access fund are insufficient to cover the costs for low income county residents. Limited volunteer medical transportation services are provided through the Cook County PHHS In Home Support Program, AEOA and Care Partners Senior Rides.

Cook County Public Health and Human Services (PHHS) offers Chemical Dependency (CD) case management, Rule 25 CD assessments and outpatient treatment. All clients needing inpatient CD services are referred to Duluth, or other regions of the state (up to 400 miles away). The lack of locally available inpatient adolescent treatment services creates additional stress on the family and children. Without family support and involvement in treatment, it is likely that youth will need to re-enter treatment. Recovery coaching, aftercare programs and other recovery supports including housing are a necessary component of the recovery process and should be considered as part of a benefit set. These resources do not exist in Cook County and without these services individuals are likely to relapse. Inconsistencies across health plans create challenges for PHHS staff in finding appropriate placement and authorization for needed services. The negative health effects of chemical dependency in the community are compounded and exacerbated by the lack of resources to support and stabilize.

Within the last year, Cook County's community mental health center closed due to an inability to retain and hire mental health providers. Lack of access to community-based services like CSP, ARHMS, outpatient therapy in this remote area results in individuals failing to receive care. Cook County is also impacted by a lack of services and facilities to stabilize individuals experiencing a mental health crisis.

Reimbursement rates affect access for both behavioral health and medical care. In some cases, prior authorization requirements for medical transportation are onerous when, due to our location, all care is provided outside of the 120-mile radius. Some specialty services are provided locally just once per month. There is also a lack of choice in providers. Care coordination provided in-house at Cook County Public Health and Human Services, is a strength as the staff understand the unique needs and service limitations.

Cottonwood County (Des Moines Valley Health and Human Services):

County Administration:

Agency Name	Des Moines Valley Health and Human Services
Director's Name	Craig Myers
Address	11 Fourth Street, PO Box 9, Windom, MN 56101
Telephone Number	507-831-1891
FAX Number	507-831-0126
Procurement Contact Name Email Address	Craig Myers craig.myers@dvhhs.org

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number / Email Address
Social Services	Sheri Lilleberg	Social Services Supervisor	Sheri.lilleberg@dvhhs.org
Health Care Eligibility	Angela Holmen	Financial Services Supervisor	Angela.holmen@dvhhs.org
Public Health	Lindsay Chapman-Nesseth	Interim Public Health Director	Lindsay.chapman@dvhhs.org
Mental Health *Adult	Susan Miller	Adult Social Services Supervisor	Susan.miller@dvhhs.org
Mental Health *Children	Sonya Becker	Children Social Services Supervisor	Sonya.becker@dvhhs.org
Substance Use Disorder	Susan Miller	Adult Social Services Supervisor	Susan.miller@dvhhs.org
Transportation	Angela Holmen	Financial Services Supervisor	Angela.holmen@dvhhs.org

General County Service Delivery and Access:

Cottonwood County is a small rural county in Southwest Minnesota. Families and children rely on our local and regional health care system to provide health care services. The two main health care providers in Cottonwood County are Sanford and Avera. There are two local hospitals, one in Windom and a small hospital in Westbrook.

Members of our community are very reliant on referrals to specialists outside of our communities that are over sixty to ninety miles away. Utilizing providers out of state or up to one to two hours away is a common practice. Routinely patients are transferred to larger hospitals outside of our communities for acute care. Transportation outside of our county is a barrier to accessing health care. Reliable, affordable and accessible rides with proper reimbursement for loaded and unloaded miles is a challenge. Improving the scheduling process to decrease call times to transportation providers is needed. Some health care providers offer telehealth or satellite clinics, continued growth in this area is important to ease the burden on transportation and increase access to necessary services.

Dental services are becoming increasingly unavailable. Many dental offices do not accept new patients on medical assistance. Individuals must travel far outside of the county to dental providers. Wait times for dental appointments are common and acute dental services are nearly unavailable.

Mental Health services are lacking in the county, there are long waiting lists and individuals need to see providers outside of our county. Adequate funding to support providers is necessary. A willingness to contract with providers in the border state of Iowa should be considered.

Supporting public health programs such as maternal child health, car seat programs, child and teen checkups, dental services and immunizations are needed.

The availability of robust interpreter services is a growing need for our non-English speaking population. Having a designated team within the health plan is critical when county partners need to problem solve health care access or other complicated matters. Emphasis on appropriate rates and investment in local development of services is also a need.

Crow Wing County:**County Administration:**

Agency Name	Crow Wing County Community Services
Director's Name	Kara Terry
Address	204 Laurel St., Brainerd, MN 56401
Telephone Number	218-825-1205
FAX Number	218-824-1305

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number / Email Address
Social Services	Kara Griffin	Health and Social Services Division Manager	218-824-1159
Health Care Eligibility	Sheila Skogen	Operations Manager	218-824-1101
Public Health	Kara Griffin	Health and Social Services Division Manager	218-824-1159
Mental Health *Adult	Tami Lueck	Adult Service Supervisor	218-824-1186
Mental Health *Children	Kara Griffin	Health and Social Services Division Manager	218-824-1159
Substance Use Disorder	Tami Lueck	Adult Service Supervisor	218-824-1186
Transportation	Sheila Skogen	Operations Manager	218-824-1101

General County Service Delivery and Access:

In Crow Wing County health care services are accessed via personal vehicles, by foot, county transit bus, friends or relatives, MediVan, ambulance, health plan transportation programs, taxi, volunteer drivers and air transport.

The issues that exist around accessing health care are primarily health care coverage, lack of local specialists, lack of comprehensive bus system and lack of funding for gas (per individual, lack of treatment/placement options around specific populations such as juvenile sex offenders and juvenile sex offenders who are SPMI (severe and persistent mental illness)). There are transportation issues related to chemical dependency treatment. There are only two treatment programs who offer transportation, which sometimes limits what programs will work for some clients. Detoxification services that are not covered by insurance coverage continue to burden the community and the taxpayer.

Currently the health care services that are unavailable for Crow Wing County enrollees are pediatric intensive care services, psychiatric services especially for children which Crow Wing currently has none, neurology, dermatology and although dental providers are available, that service remains unmet for the level of demand in Crow Wing County for the MA/MinnesotaCare population. Dual Diagnosis programs - There are two outpatient programs in Brainerd and a third program working on certification. Most of those struggling with substance abuse have co-occurring disorders and treating these concurrently is the most beneficial to the client. The county could benefit for an inpatient treatment program that works with dual diagnosed individuals. There is a need for long-term supportive groups and housing to support chemical dependent persons coming out of treatment.

Dental, specialized medical services and higher level of acuity/intensive care services for the pediatric population are limited in their availability to the county's MA and Minnesota Care enrollees.

Dodge County (Minnesota Prairie County Alliance - Human Services for Dodge, Steele & Waseca Counties):

County Administration:

Agency Name	Minnesota Prairie County Alliance (Human Services for Dodge, Steele and Waseca Counties)
Director's Name	Jane Hardwick
Address	22 East 6 th Street, Dept. 401, Mantorville, MN 55955
Telephone Number	507-923-2907
FAX Number	507-635-6186

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number / Email Address
Social Services	Heather Johnson	Adult SS Manager	Heather.johnson@mnprairie.org 507-923-2926
	Tara Reich	Adult SS Supervisor	Tara.reich@mnprairie.org 507-431-5741
	Wendy Morton	Children Supervisor	Wendy.morton@mnprairie.org 507-837-6672
Health Care Eligibility	Michael Pegg	Supervisor	Micheal.pegg@mnprairie.org 507-431-5641
Public Health	Amy Caron (Dodge and Steele PH)	Director	Amy.caron@co.dodge.mn.us Dodge – 507-635-6150 Steele – 507-444-7665
	Sarah Barry (Waseca PH)		Sarah.Barry@co.waseca.mn.us
Mental Health *Adult	Brandon Smith	Supervisor	Brandon.smith@mnprairie.org 507-431-5761
Mental Health *Children	Tom Sandberg	Supervisor	Tom.sandberg@mnprairie.org 507-431-5701
Substance Use Disorder	Brandon Smith	Supervisor	Brandon.smith@mnprairie.org 507-431-5761
Transportation	Cathy Skogen	Manager	Cathy.skogen@mnprairie.org 507-923-2928

General County Service Delivery and Access:

Dodge County is part of Rochester's metropolitan statistical area where many people, especially those employed in Rochester, receive their medical care through Mayo or Olmsted Medical Center (in addition to other providers of ancillary services). In addition to those key providers, it's critical to provide access to providers closer to home because of the challenges of transportation in a predominately rural county, including: the only comprehensive primary care clinic in the county (a Mayo facility in Kasson); one small, volunteer clinic (Center Clinic in Dodge Center) and a mobile clinic (Open Door) in medically underserved communities; one pharmacy (Weber & Judd in Kasson); one ambulance (Dodge Center Ambulance); two substance use disorder providers (Nehemiah in Dodge Center and Stage by Staige in Kasson); mental health providers (South Central Human Relations Center and Fernbrook) who provide both school-linked and community-based services; and crisis mental health services through Zumbro Valley Health Center and South Central Human Relations Center.

Depending on where in Dodge County a resident lives, they may also access medical services in Austin or Owatonna.

As is common in many parts of the state, access to the following services continues to be a significant challenge: dental services; substance use disorder outpatient treatment close to home or residential treatment that provides for children to live with a parent during treatment; psychiatric/mental health prescriber services.

For public program recipients, transportation to medical services is a significant barrier. Most medical transportation is provided on a volunteer basis through SEMCAC and with Rolling Hills Transport, in addition to some (but not all) higher level transportation available from providers such as AmeriCare Mobility Van, HandiVan of Rochester, and DPS Transport.

Public program enrollees with mental health concerns that have not yet met the standard for serious and persistent mental illness (SPMI) have had access to targeted case management services as an earlier intervention to improve timely access to appropriate treatment and reduce the chronicity and severity (and cost) of their mental illness.

Douglas County:

County Administration:

Agency Name	Douglas County Social Services
Director's Name	Laurie Bonds
Address	809 Elm Street Ste. 1186 Alexandria, MN.56308
Telephone Number	320-762-3815
FAX Number	320-762-3833
Procurement Contact Name Email Address	Laurie Bonds laurieb@co.douglas.mn.us

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number / Email Address
Social Services	Laurie Bonds	Director	laurieb@co.douglas.mn.us 320.762.3815
Health Care Eligibility	Brenda Lunak Colleen Sibert	Financial Assistance Supervisors	brendal@co.douglas.mn.us 320.762.3809 colleens@co.douglas.mn.us 320.762.3801
Public Health	Ann Stehn	Director/ Horizon Public Health	anns@horizonph.org 320.762-3003
Mental Health *Adult	Tabitha Kremmin	Social Svc. Supervisor	tabithak@co.douglas.mn.us 320.762-2983
Mental Health *Children	Tabitha Kremmin	Social Svc. Supervisor	tabithak@co.douglas.mn.us 320.762-2983
Substance Use Disorder	Karen Bryant	Social Services Supervisor	karenb@co.douglas.mn.us 320.762.3805
Transportation	Brenda Lunak Colleen Sibert	Financial Assistance Supervisors	brendal@co.douglas.mn.us 320.762.3809 colleens@co.douglas.mn.us 320.762.3801
Other – Please List			

General County Service Delivery and Access

Douglas County, Minnesota is located on I-94 in west central Minnesota. As of 2020, the population of Douglas County had grown to 39,006. Alexandria is the largest city and county seat of Douglas County with a population of 13,940. Alexandria is surrounded by numerous lakes which makes it a popular retirement area.

Alexandria is seen as the hub of a number of smaller communities both within Douglas County as well as surrounding counties. As a result, people from the surrounding communities often come to Alexandria to shop and receive services, including health care.

Alomere Health (formerly Douglas County Hospital) is a county-owned hospital located in Alexandria. The hospital provides a number of services including emergency, medical, and surgical care in addition to well-known orthopedic specialists. Many residents of west central Minnesota receive hospital care at this facility. Alexandria is also home to various medical services, Alomere Clinic (again owned by Douglas County) and Sanford Clinic which is part of the larger Sanford Health Corporation are the two largest clinics. Some specialty services are provided at each of these clinics either through regular hours by the specialists or more infrequent hours with the specialists coming from metropolitan areas such as the Twin Cities, St. Cloud, or Fargo. As a result, waiting times for specialty services may be very lengthy. Both clinics do provide some urgent care hours.

Alexandria is the home to New Visions Center, operated by Thrive Behavioral Network. New Visions provides an outpatient treatment program for substance use disorder.

Alexandria also has a number of providers of outpatient mental health services for children and adults. Even with the number of providers, lengthy waiting lists are common, especially for psychiatric services. There are no residential crisis beds for adults or children available in the county; there are also no inpatient psychiatric units in Douglas County. Those individuals from Douglas County needing a hospital level of care may need to access hospitals at a distance such as the Twin Cities or Fargo. The Alexandria Community Behavioral Health Hospital (CBHH) is located in the community but is generally only able to be accessed by those individuals who have been civilly committed. An IRTS program is also located in the community but is often full.

There are a number of dental providers in Douglas County. Many do not accept public insurance for payment. Caring Hands Dental Clinic, which is located in Alexandria, is a non-profit clinic which provides dental care to those recipients of public insurance as well as a sliding fee schedule for those that qualify.

Lack of transportation continues to be a barrier to accessing services. Although Rainbow Rider operates buses throughout Douglas County and in additional west central counties, there is not a lot of flexibility as the bus routes are typically scheduled. Volunteer drivers are very scarce. Adequate, affordable housing also continues to be a priority need in Douglas County.

Faribault County (Human Services of Faribault & Martin Counties):

County Administration:

Agency Name	Human Services of Faribault & Martin Counties
Director's Name	Chera Sevcik
Address	115 W 1 st . Street, Fairmont MN 56031
Telephone Number	507-238-4757
Procurement Contact Name Email Address	Chera Sevcik Chera.sevcik@fmchs.com

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number / Email Address
Social Services	Lynn Smithwick	Social Services Manager	Lynn.smithwick@fmchs.com 507-238-4757
Health Care Eligibility	Nicole Worlds	Financial Assistance Manager	Nicole.worlds@fmchs.com 507-238-4757
Public Health	Chera Sevcik	Executive Director	Chera.sevcik@fmchs.com 507-238-4757
Mental Health *Adult	Anna Garbers	Behavioral Health Manager	Anna.garbers@fmchs.com 507-238-4757
Mental Health *Children	Anna Garbers	Behavioral Health Manager	Anna.garbers@fmchs.com 507-238-4757
Substance Use Disorder	Nicole Anderson	Behavioral Health Supervisor	Nicole.anderson@fmchs.com 507-238-4757
Transportation	TBD (hiringprocess)	Administrative Services Supervisor	507-238-4757
Other – Please List	Tim Swoboda	Director of Business Management	Timothy.swoboda@fmchs.com 507-238-4757

General County Service Delivery and Access

We are a two-county Health and Human Services Agency. We are a rural area and timely specialty care is often limited and often requires travel of a distance of 100 miles or more. We expect all responders to service the health care needs of **both Faribault and Martin Counties**. In order to facilitate client choice, we expect that the network of providers will include Human Services of Faribault & Martin Counties for services that are currently being provided. The services include: targeted case management, community support program, Child & Teen checkups, immunizations, lead screening, public health nurse clinics, public health home visits, transportation, evidence-based family home visiting, lactation consultation, and Rule 25 assessments.

People report to the clinic or emergency room of their choice; however, the transportation rule of using a primary care provider within 30 miles limits choice. Providers may also refuse a patient making this impossible in our area. Transportation can be an issue with the required 24-hour notice needed prior to obtaining a ride.

There is a significant shortage of primary dental providers in both counties. Six out of ten are not taking new MA patients. Our clients often have to travel a distance of 50 miles or beyond to access basic dental services.

Timely access to specialty providers is also limited. These specialty providers include: psychiatry, neurology, orthodontia, and very specific specialists like pediatric urology, etc.

Several issues have come up for clients who are covered by MCO's. History shows that some clients need to participate in treatment several times before they can successfully maintain their sobriety. We have had clients who have had services denied because this is a pre-existing condition. Clients are poor historians making it hard to gather accurate duration/pattern of use resulting in possible denials. Transportation to medical appointments is covered but not rides to treatment. Billing issues can cause difficulties for treatment providers. Limiting the length of stay in a program can be detrimental to the client who is trying to retain sobriety. Decisions on entry into treatment need to be made quickly.

We continue to experience a lack of mental health care providers, specifically a lack of in-home mental health care providers. We want to make sure the provider network includes all of them as this would best serve our consumers. Behavioral health aides would be a better service for the children with mental health behaviors who are currently being serviced by Personal Care Assistance Services. Lack of providers of play therapy also creates a gap.

An issue continues to be the ability under managed care to provide adequate transportation services to ensure service access beyond 60 miles or for specialty care.

Child & Teen Checkups are not available from our largest provider. This adversely affects our C&TC participation rates.

We have a robust and diverse community coalition working on our Community Health Improvement Plan. We would like assurance that the health plan will support and promote primary prevention for chronic diseases, access to mental wellbeing, substance use prevention and increased access to care. Specifically, the plan will work with provider network to support and enhance SHIP (Statewide Health Improvement Program) activities and provide grant opportunities to implement strategies and evidence-based programs.

Many of the providers are delaying initial prenatal visits until the 2nd trimester and this concerns us and we would hope that the MCO's would work to address this issue. Prenatal tobacco use & child maltreatment rates are also very concerning.

Fillmore County:

County Administration:

Agency Name	Fillmore County	
Director's Name	Kevin Olson	
Address	902 Houston St. NW, Suite 1, Preston, MN 55965	
Telephone Number	507-765-2175	
FAX Number	507-765-3895	

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number / Email Address
Social Services	Kevin Olson	Manager	kolson@co.fillmore.mn.us 507-765-2175
Health Care Eligibility	Kevin Olson	Manager	kolson@co.fillmore.mn.us 507-765-2175
Public Health	Jessica Erickson	Director	Jerickson@co.fillmore.mn.us 507-765-3898
Mental Health *Adult	Wendy Ebner	Social Services Supervisor	webner@co.fillmore.mn.us 507-765-2175
Mental Health *Children	Wendy Ebner	Social Services Supervisor	webner@co.fillmore.mn.us 507-765-2175
Substance Use Disorder	Wendy Ebner	Social Services Supervisor	webner@co.fillmore.mn.us 507-765-2175
Transportation	Kevin Olson	Manager	kolson@co.fillmore.mn.us 507-765-2175
Other – Please List	Kevin Olson	Manager	kolson@co.fillmore.mn.us 507-765-2175

General County Service Delivery and Access

1. There are no hospitals in Fillmore County
2. There are 6 clinics in Fillmore County that are affiliated with larger clinics in 3 different states: 3 affiliated with Olmsted Medical Clinics in Rochester, MN; 1 affiliated with Gundersen Lutheran in La Crosse, WI; 1 affiliated with Winona Clinic in Winona, MN and 1 affiliated with Mayo Clinic out of Decorah, IA
3. Fillmore County residents generally travel to medical services in Rochester, Winona and Austin in Minnesota, LaCrosse, Wisconsin and Decorah and Cresco providers in Iowa. This creates service coordination and transportation issues.
4. The rural make up and relatively small population of Fillmore County inhibits cost effective program development.
5. Health care services currently unavailable or of limited availability to the county's MA recipients
6. Specialized care and chronic care management are often not available in the county.
7. There is a need for detailed provider education as to billing procedures, service eligibility and a user friendly provider help desk.

Other health care resources, service and access issues affecting this county's MA recipients:

- Providers of dental services adhere closely to the rule that their client base only has to include a minimum of 10% MA participants.
- There is a lack of participating providers that accept new MA clients if their base is at 10% due to low MA reimbursement issues and large percentage of "No Shows" in the MA population.
- Enrollees have to travel great distances to find available dental care. Clients are referred to in county providers and find-a-dentist services. Clients are also referred to Community Dental Care in Rochester for preventative and restorative dental services.
- Fillmore County is looking for MCOs' help in increasing the access to dental services and case management services to help participants keep their dental appointments.

As of 2019 there are no outpatient CD Treatment providers located within the county, current enrollees have to travel out of the county to obtain services.

Lack of transportation is an issue. A number of clients don't have valid driver's licenses so they rely on others for transportation. That solution is often unreliable, expensive and inconvenient for those helping out.

Fillmore County Social Services authorizes service agreements to any CCDTF provider in good standing. Rule 25 assessments are completed by Fillmore County Social Services staff and CCDTF providers.

Fillmore County contracts with Zumbro Valley Health Center and Hiawatha Valley Mental Health Center for services provided to our mental health clients. This would include Community Support Program which provides Rule 79 case management, Adult Rehabilitation Mental Health Services (ARMHS), and Intensive Community Rehabilitation Services. Zumbro Valley also has psychological services located in Harmony which include assessments, individual psychotherapy, case management, medication education and tele-health services. Hiawatha Valley Mental Health Center also provides mental health services to our adults and children in the county. They have an office in Rushford. Some consumers are also traveling to La Crosse, WI as well as Decorah, IA for services. Fillmore County is part of the crisis response for southeast Minnesota, which provides crisis response for adults, children, youth and their families.

Freeborn County:**County Administration:**

Agency Name	Freeborn County Department of Human Services and Freeborn County Public Health
Director's Name	Brian Buhmann Sue Yost
Address	Brian - 203 West Clark Street, Albert Lea, MN 56007 Sue - 411 S. Broadway, Albert Lea, MN 56007
Telephone Number	Brian - 507-377-5400 Sue – 507-377-5100
FAX Number	Brian – 377-5498 Sue – 507-377-5272

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number / Email Address
Social Services	Brian Buhmann	Director	507-377-5400
Health Care Eligibility	Jill Westney	Supervisor	507-377-5435
Public Health	Sue Yost	Director	507-377-5100
Mental Health *Adult	Mark Kossman	Supervisor	507-377-5442
Mental Health *Children	Maureen Williams-Zelenak	Supervisor	507-377-5454
Substance Use Disorder	Mark Kossman Joseph Peterson	Supervisor Rule 25 Assessor	507-377-5442 507-377-5484
Transportation			
Other – Please List	Danna Nelson	Supervisor	507-377-5482

General County Service Delivery and Access Issues:

There is a single clinic and a reduced services hospital-Albert Lea Medical Center-Mayo Health System with several satellite clinics in the smaller nearby towns closing in Minnesota and Iowa. Being located within the catchment area of Mayo, our insurance costs generally are higher for residents of our county. Birthing services and overnight stay type surgeries have been moved to the Austin, MN campus. Locally we have seen a reduction of inpatient/outpatient chemical dependency treatment for both adults and juveniles. A mental health stress center is projected to open in the fall of 2018. Being located within the catchment area of the Mayo Health system, consumer insurance rates tend to be more expensive than in other parts of Minnesota.

Mayo Clinic Health System – Albert Lea is going through some changes over the next couple of years. MCHS-AL has had difficulty recruiting providers and has made the decision to relocate the inpatient portion of the medical-surgical floor, the ICU and the labor and delivery portion of the hospital system to MCHS-Austin. The clinic, the same-day surgery, emergency department and chemical dependency unit are remaining open and the psychiatric services unit has moved in from MCHS –Austin. There also continues to be a decrease in dentistry services within the county especially for those on Medical Assistance.

Our MA/MinnesotaCare recipients are mainly served local in Albert Lea for their health care benefits. However there are a significant number that seek out care in the Minnesota communities of Austin, Rochester, Owatonna, Mankato as well as Mason City, Iowa.

Freeborn County entered into an agreement for certain delegated activities including care coordination, Rule 25 assessment services, placing authority responsibilities, and other services.

About 50% of the clients seeking chemical dependency, adult and adolescent, in & out patient treatment is provided through Fountain Centers. Other adult service would include Keystone located in Canton, South Dakota and Meridian behavioral health – Twin Cities, Rochester, East Grand Forks locations. New Way-Twin cities area, Restore House-Bemidji area are Additional providers. Services for adolescent treatment may be provided in Winnebago, as circumstances require. Additional adult services may be provided at the St. Peter Regional Treatment Center, Albert Lea Stress Center, or other providers in southeastern Minnesota.

About 90% of the Rule 25 assessments are completed by county staff.

Freeborn County Mental health Center consists of a program manager, three therapists (Licensed Independent Clinical Social Workers), one psychologist (Psy.D., contracted for 8 hours per week), one Advanced Practice Register Nurse (contracted for 16 hours per week), two registered nurses (county employees funded by SCCBI), three social workers/case managers (three county employees), two case aides (both county employee funded by SCCBI).

Most of the services provided by the Mental Health Unit are governed by the Minnesota Statute 245.470 which states that “county boards must provide or contract for enough outpatient services within the county to meet the needs of adults with mental illness residing in the county.” These services include diagnostic assessments, psychological testing, therapy, prescribing and managing psychotropic medications, making referrals to other appropriate services, and attempting to prevent placements in more intensive and restrictive settings.

Counties are given the option of doing this directly through county-operated mental health clinics or by contract with a hospital-based outpatient clinic or a community mental health center. Freeborn County has opted to provide these services in-house through the Freeborn County Mental Health Center, which is licensed

as a Rule 29 mental health clinic. The Mental Health Center charges a sliding fee for services to people without medical insurance as required by Minnesota Statute 245.481. Three social workers provide case management, and they have a total case load of 125 people. The case load limit mandated by statute is 40 clients per case manager. The case managers are assisted in providing these services by the case aides and the registered nurses.

All three of these agencies provide services under Adult Rehabilitative Mental Health Services (ARMHS) for client with public health insurance. The county sometimes pays for similar services for clients not covered by such insurance using money from our state grant for CSP services. Our case aides and case managers also provide these services to some clients.

Cedar House can bill public and private health insurers to pay for day treatment. The county also pays for day treatment for uninsured clients using funds from our CSP grant.

The county also incurs some responsibilities under the Minnesota Commitment and Treatment Act (Chapter 253B) that are carried out by staff in this unit. When a person from Freeborn County is referred for a mental health commitment, we must convene a prepetition screening team, which consists of a social worker, a mental health professional, and a public health nurse. One of our staff must interview the person being referred to inform him/her of his/her rights and gather relevant information, and this usually requires traveling to the location where the person is hospitalized. The team then reviews all available information and files a report with the county attorney's office if commitment is recommended. A county case manager follows the case through the commitment process, attending court hearings and working with the mental health system to obtain appropriate services for the referred person.

Freeborn County Children's Mental Health Unit employs nine social workers, one mental health professional, and one social services supervisor (who by Statute is a mental health professional). We have three programs: Children's Mental Health Case Management, Family Based Counseling, and Children's Day Treatment. Public Health provides health screenings to identify a broad range of health needs including mental health-these may be through maternal child health visits, family home visiting assessments and offer MnCHOICE assessments. Caseloads are dictated by Rule 79 and in the case of Day Treatment by Chapter 16 of the Minnesota Health Care Programs.

We collect funds through Targeted Case Management at present for the children who are opened for CMH case management services. We also participate in several collaborative efforts which ultimately bring in funding. We are part of a five county Family Group Decision Making network through a state grant. We also have been participating in an 11 county Children's Mental Health Initiative which was granted \$500,000 by the state legislature. These funds are to be spent on services for the children with open CMH cases in our individual counties. Our Day Treatment Programs (Options) are run at the Albert Lea High School and offers services to all county residents. This is a joint venture between Freeborn County DHS and the Albert Lea Area (district 241) Schools. It is one of a number of ventures to provide community based services as an alternative to out-of home placements.

Freeborn County is looking for a Responder that will do a good job of coordinating between Freeborn County's Local Access Plan and the needs of our enrollees which includes out of county travel. This includes non-emergency medical transportation providers for persons with wheelchairs or having other mobility impairments. The Sheriff's Department provides transportation for clients under Court or 72 hour holds. Two taxi companies operate in town and the immediate surrounding area. Rural transportation to Rochester, Mankato or Mason City, IA is still a challenge we face.

Special Programs:

Freeborn County is involved in several local collaborative groups and the MCO should describe how they might participate as collaborative members in this effort:

- Family Based Services- (including Family group decision making). These are in home services counseling for families dealing with conflict because of emotional or mental health disorders, delinquency behaviors and family relational conflicts.
- Project to end homelessness- regional approach to address the services to transition homeless participants back into being productive citizens in our communities.
- Crime Victim's Crisis Center-assist persons seeking orders for protection provides informational and service to victims of any crime including domestic abuse.

Freeborn County Public Health and the Freeborn County Community Health Board are accountable for developing and maintaining integrated community health services under the Local Public Health Act, Minnesota Statute 145A. Public Health provides core governmental functions involving assessment, policy development and assurance. Freeborn County Public Health is accountable for these activities and must report progress at meeting the Performance Measures to the Minnesota Department of Health. Specific health indicators, outcomes and other data need to be shared between the MCO and Public Health.

Freeborn County Public Health coordinates or participates in a number of community initiatives which have developed as a result of local planning efforts. These include such things as

- Freeborn County Family Services Collaborative
- Freeborn County LCC/LAC Children's Mental Health Collaborative
- Adverse Childhood Experiences (ACEs) committee
- Southeast Regional Interagency Early Intervention Committee (IEIC)
- Toward Zero Death initiative
- Community Leadership for Statewide Health Improvement Partnership (SHIP)
- Blue Zones Project
- National Alliance for Mental Illness (NAMI) of Freeborn County
- Freeborn County Healthcare Collaborative
- ATOD (Alcohol, Tabaco and other Drugs)

Goodhue County:

County Administration:

Agency Name:	Goodhue County Health and Human Services
Director's Name:	Nina Arneson
Address:	426 West Ave. Red Wing, MN 55066
Telephone Number	651-385-3200
FAX Number:	651-267-4879
Procurement Contact Name and Email Address:	Nina Arneson Nina.Arneson@co.goodhue.mn.us

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number/email address
Social Services	Abby Villaran Katie Bystrom	SS Supervisors	651-385-3200 Abby.Villaran@co.goodhue.mn.us Katie.bystrom@co.goodhue.mn.us
Health Care Eligibility	Kathy Rolfer Sheila Gadiant	Economic Assistance Supervisors	651-385-3200 Kathy.Rolfer@co.goodhue.mn.us Sheila.Gadiant@co.goodhue.mn.us
Public Health	Kris Johnson	Deputy Director	651-385-3200 kristin.johnson@co.goodhue.mn.us
Mental Health X Adult <input type="checkbox"/> Children	Abby Villaran	SS Supervisor	651-385-3200 abby.villaran@co.goodhue.mn.us
Mental Health <input type="checkbox"/> Adult X Children	Katie Bystrom	SS Supervisor	651-385-3200 katie.bystrom@co.goodhue.mn.us
Substance Use Disorder	Abby Villaran	SS Supervisor	651-385-3200 abby.villaran@co.goodhue.mn.us
Transportation	Mike Zorn	Deputy Director	651-385-3200 mike.zorn@co.goodhue.mn.us
Family/Children Health	Brooke Hawkenson	Family Health Supervisor	651-385-3200 Brooke.Hawkenson@co.goodhue.mn.us

General County Service Delivery and Access

- Goodhue County covers 764 square miles of rural farmland and small towns. The most populous city is the county seat, Red Wing, with 16,452 people. Cannon Falls, Zumbrota, and Pine Island are located on the Highway 52 corridor connecting the Twin Cities and Rochester. Other smaller communities include Kenyon, Wanamingo, Goodhue, and part of Lake City. Nearly all of Prairie Island Indian Community is within the county. The total population is 46,464 (2010 Census).
- Goodhue County is situated in the middle of major medical centers being 1 hour from Rochester and the Twin Cities. Residents prefer to access care locally but have access to many expertise that a rural county does not always have access to. Goodhue County residents will also access care in surrounding counties like Rice or Wabasha.
- The mission of Goodhue County Health and Human Services is to “Promote, Protect and Strengthen the Health of Individuals, Families, and Communities.” The department has three service divisions: Economic Assistance, Public Health, and Social Services. For more information on Goodhue County Health & Human Services, please visit www.co.goodhue.mn.us/HHS.
- Goodhue County has had a “Connector” professional position in place now over 20 years, which is a full-time employee of Goodhue County Health and Human Services that helps resident’s access resources. The Connector works to bridge the gap between medical services, public health, human services and other community resources. This position works collaboratively with MCO staff to provide and support at the local level.
- Goodhue County collaborates, and works very well with MCO staff. When issues arise at the local level, our local providers and business owners are not calling to seek help from an 800 number in the Twin Cities, but will call us, as we are easily accessible in our community, or the MCO. We meet and connect daily, weekly and monthly to govern, review, plan and implement the work together at various community, agency, and organizational levels.
- According to Healthy People 2020, access to health services means the timely use of personal health services to achieve the best health outcomes. Access to health care impacts the overall physical, social and mental health of a community. Access also impacts the prevention of disease and disability, detection and treatment of health conditions, quality of life, preventable death, and life expectancy. Limited access to health care impacts people's ability to reach their full potential, negatively affecting their quality of life.
- Goodhue County coordinates and works together with our regional counties, and values collaborative efforts. Our County shares some of the same challenges that many of the rural counties in Minnesota have, including limited transportation services, mental health care, childcare and a lack of local health, human, and community services providers and/or lack of the professional and direct workforce to filling in the existing openings in order to stay operational, and/or meet the local service needs.
- The mental health care provider rate per 100,000 population was 92.6 in Goodhue County which is far behind the state rate of 204.8 providers per 100,000 population and the national rate of 202.8 providers. This includes psychiatrists, psychologists, clinical social workers, and counsellors that specialize in mental health care. So people from our county may very well be driving to another county to see a provider or going without mental health care.

Grant County: Western Prairie Human Services (Grant and Pope Counties):

County Administration:

Agency Name:	Western Prairie Human Services (Formerly Grant and Pope Counties)
Director's Name:	Stacy Hennen
Address:	211 East Minnesota Avenue, Glenwood, MN 56334
Telephone Number	320-634-7755
FAX Number:	320-634-0164
Procurement Contact Name and Email Address:	Stacy Hennen Stacy.hennen@westernprairiemn.us

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number/email address
Social Services	Stacy Hennen	Director	Stacy.hennen@westernprairiemn.us 218-685-8201
Health Care Eligibility	Kim Gullickson	Eligibility Supervisor	Kim.gullickson@westernprairiemn.us 218-685-8200
Public Health	Ann Stehn	HorizonPublic Health Director	anns@horizonph.org
Mental Health × Adult ×Children	Ben Schulz	Social Services Supervisor	Ben.schulz@westernprairiemn.us 218-685-8200
Substance Use Disorder	Ben Schulz	Social Services Supervisor	Ben.schulz@westernprairiemn.us 218-685-8200
Transportation	Crystal Zaviska	Eligibility Supervisor	Crystal.zaviska@westernprairiemn.us 320-634-7755
Other – Please List	Kari Rude	Deputy Director	Kari.rude@westernprairiemn.us 218-685-8200

General County Service Delivery and Access

Western Prairie Human Services (WPHS) is a newly formed joint powers entity that is comprised of Grant County Social Services and Pope County Human Services. We are a rural area that often has 15-20 miles between towns and our total service area would take 90 minutes to drive across. We are comprised of smaller towns, with even the county seats being under 3,000 people. Combined we are under 20,000 citizens and struggle to maintain local services. We are a combination of lakes and farming communities with Grant County being primarily farming and lower income than Pope County which has more lakeshore and less farming.

WPHS has a high population per capital of elderly and has limited housing availability. Most often mental health, chemical dependency, home health care, and other services are sought across county lines. Both have small, rural hospitals and clinics located in the county and specialty medical services are generally sought outside of the county. There is limited access to Broadband in certain parts of our service area and limited transportation in terms of both fixed routes between towns and access to volunteer drivers for people who need a ride to medical appointments. There is no taxi service in our service area.

We struggle with dental providers, particularly those that will accept MA's rates. While both counties have clinics, none have after hours options besides the emergency room, making that the option people choose after hours because they do not have adequate transportation options. Our home health care providers are in short supply and there is often a waiting list for services. There is one mental health center in one of the counties and it has limited hours and limited services.

Houston County:

County Administration:

Agency Name	Houston County Public Health & Human Services	
Director's Name	John Pugleasa	
Address	304 South Marshall Rm 104, Caledonia, MN 55921	
Telephone Number	507-725-5811	
FAX Number	507-725-3012	

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number/email address
Social Services	Bethany Moen	Social Services Supervisor	507-725-5811 Bethany.moen@co.houston.mn.us
Health Care Eligibility	Karen Kohlmeyer	Economic Assistance Supervisor	507-725-5811 Karen.kohlmeyer@co.houston.mn.us
Public Health	Heather Myhre	Public Health Supervisor	507-725-5810 Heather.myhre@co.Houston.mn.us
Mental Health x Adult x Children	Bethany Moen (same as above)		
Substance Use Disorder	Bethany Moen (same as above)		
Transportation	Karen Kohlmeyer (same as above)		

General County Service Delivery and Access:

Houston County is located in the southeast corner of the State of Minnesota. We are contiguous with Wisconsin and Iowa. We do not have a hospital in our county, but rely on hospitals and clinics mainly in La Crosse, Wisconsin. Mayo Health System (part of Rochester, MN Mayo) and Gundersen Health System are the two providers in La Crosse both having hospitals and clinics. Additionally, a few of our clients access the Winona, Minnesota hospital and clinic, which is located in Winona County. A few clients travel to Gundersen Clinic in Decorah, Iowa. There are also satellite clinics with Mayo and Gundersen in LaCrescent, Houston, Spring Grove and Caledonia, the four communities in Houston County. Each community does have ambulance and fire dept. services in place.

Given the fact that we border two other states, we see a significant amount of traffic back and forth between Houston County and Wisconsin and Iowa. This is particularly the case with Wisconsin, as La Crosse, Wisconsin is the largest population center in proximity to Houston County. While both Gunderson and Mayo have clinic presence in Houston County, there have been problems with individuals receiving hospital care at Gunderson or Mayo Hospitals in Wisconsin. This is especially problematic with mental health related incidents. This creates a significant barrier to service and ultimately just increases the distance Houston County residents must travel to receive care. Additionally, the following issues related to being a rural county continue to be a challenge for Houston County:

- Lack of public transportation.
- Lack of volunteer drivers.
- Client choice of providers.

Lack of sufficient mental health professionals & facilities continues to be a concern for Houston County. The availability of necessary mental health services is declining due in a large part to the inability of service providers to provide these services in a financially viable manner to rural communities.

Accessing dental care continues to be a challenge for public program patients in Houston County. Local Dentists struggle to provide services to the population due to a combination of a higher rate of missed appointments, treatment non-compliance, extra paperwork, and reimbursement rates.

Hubbard County:

County Administration:

Agency Name	Hubbard County Social Services	
Director's Name	Deb Vizecky	
Address	205 Court Ave.; Park Rapids, MN 56470	
Telephone Number	218-732-2400	
FAX Number	218-732-3231	

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number/email address
Social Services	Shaun Johnson-Children Joshua Curtis-Adult	Social Services Supervisors	218-732-2454 skjohnson@co.hubbard.mn.us 218-732-2306 jcurtis@co.hubbard.mn.us
Health Care Eligibility	Beth Vredenburg	Financial Assistance Supervisor	218-732-2374 bvredenburg@co.hubbard.mn.us
Public Health	Marlee Morrison	Community Health Director	218-237-5474 marleemorrison@catholichealth.net
Mental Health × Adult <input type="checkbox"/> Children	Joshua Curtis	Social Services Supervisor	218-732-2306 jcurtis@co.hubbard.mn.us
Mental Health <input type="checkbox"/> Adult × Children	Shaun Johnson	Social Services Supervisor	218-732-2454 skjohnson@co.hubbard.mn.us
Substance Use Disorder	Joshua Curtis	Social Services Supervisor	218-732-2306 jcurtis@co.hubbard.mn.us
Transportation	Kelly Hagen	Transit Coordinator	218-732-2421 khagen@co.hubbard.mn.us

General County Service Delivery and Access:

Hubbard County is a rural community that is located in North Central Minnesota. The population of Hubbard County is 21,000. Park Rapids is the largest city in the county and it is the county seat. The population of Park Rapids is 4000. There are several smaller cities within Hubbard County and we have three (3) school districts which are located in Park Rapids, Nevis and Laporte.

The northern part of Hubbard County tends to conduct most of its business in Bemidji; which is located in Beltrami County. The southern part of Hubbard County tends to conduct most of its business in the Park Rapids area. The medical providers located in the Bemidji area is Sanford Health and the medical providers located in the Park Rapids area are Essentia Health, St. Joseph's Hospital and the Sanford Specialty Clinic.

Health care services are available in our area; however there is travel related when it comes to specialty services. There is a need for additional transportation options to get everyone to their medical appointments/treatments. The issue of not paying "no-load" miles is a concern relating to our volunteer drivers.

Psychiatric services continues to be a need for Hubbard County. While we do have some providers; there are waiting lists and the need to approve telehealth as an option is a must. People should not have to travel out of the area to receive medication management and/or have to wait to see a psychiatrist when they are in crisis.

Hubbard County does have a portion of the Leech Lake Indian Reservation in the northeast portion of the county. Hubbard County also works with the White Earth Indian Reservation.

Hubbard County does deal with a lot of poverty related issues. We do have a homeless population. We also have a large elderly population with our median age being 48.5.

We do need to have resources for people that no longer meet hospital level of care. This process is not helpful to the people that are sitting in these facilities and it is very costly to the county.

The services that are limited in our area are the ability to get people to their medical appointments; i.e. Methadone, suboxone and dialysis. The people that are needing dialysis are put on waiting lists in Hubbard County and have to travel quite a distance to receive their treatment. Dental services are also not readily available. Lastly, the program area that we lack in is finding in-home care providers so that people can remain in their homes for as long as that they can.

Isanti County:

County Administration:

Agency Name:	Isanti County Health and Human Services Division
Director's Name:	Penny Messer
Address:	1700 East Rum River Drive South, Suite A, Cambridge MN 55008
Telephone Number	763-689-1711 or direct line – 763-689-8152
FAX Number:	763-689-9877
Procurement Contact Name and Email Address:	Penny Messer penny.messer@co.isanti.mn.us

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number/ Email Address
Social Services	Penny Messer	Division Leader	763-689-8152 penny.messer@co.isanti.mn.us
Health Care Eligibility	Karrie Kolb	Financial Assistance Supervisor	763-689-8119 karrie.kolb@co.isanti.mn.us
Public Health	Maureen Spike	Public Health Supervisor	763-689-8272 maureen.spike@co.isanti.mn.us
Mental Health X Adult X Children	Emily Hawkins	Behavioral Health Supervisor	763-689-8116 emily.hawkins@co.isanti.mn.us
Substance Use Disorder	Emily Hawkins	Behavioral Health Supervisor	763-689-8116 Emily.hawkins@co.isanti.mn.us
Transportation	Karrie Kolb	Financial Assistance Supervisor	763-689-8119 Karrie.kolb@co.isanti.mn.us

General County Service Delivery and Access

Generally speaking individuals in Isanti County are able to obtain needed care to meet their overall needs. The following is some information specific to Isanti County:

- Access to dental services for individual of all ages on straight medical assistance or on a PMAP is a critical issue. Isanti County has a reasonable amount of dental providers to serve the community but they do not accept patients with medical assistance or on a PMAP. Currently, Public Health has a partnership with Children Dental Services to provide onsite dental services for individuals on medical assistance or on a PMAP.
- Public Health actively promotes Child and Teen Checkups to encourage our young population to have regular medical care and follow up.
- Public Health provides evidence-based Family Home Visiting for children, parents and families that are at higher risk for poor outcomes.
- Individuals receive a Comprehensive Chemical Health Assessment through their health plan, private insurance or through the CCDTF fund. We do have a LADC on staff that conducts chemical use assessments and provide treatment coordination. Isanti County is interested in contracting with PMAPs to provide these services. There is a lack of providers skilled in MI/CD services. Transportation to and from treatment is sometimes difficult for persons with limited social supports.
- Isanti County provides mental health services to both adults and children who meet criteria. Many times the inpatient beds at our local hospital are full and adults are transferred to other facilities for admission. Inpatient beds for children are even more difficult to find and are farther away. With the Family First Prevention Services Act coming into play, it does provide additional complications for placement options for children/youth.
- Our county ran transportation system was ended and we have a transportation agency known as Arrowhead Transit that has a presence in our county. It has brought some changes in ease of individuals obtaining needed transportation that has caused barriers in getting to needed appointments. We are in need of some sort of volunteer driver option for those that required more personalized transportation to needed appointments.

Itasca County:

County Administration:

Agency Name:	Itasca County Health & Human Services
Director's Name:	Eric Villeneuve
Address:	1209 SE 2 nd Ave, Grand Rapids MN 55744
Telephone Number	218-327-6117
FAX Number:	218-327-5547
Procurement Contact Name and Email Address:	Eric Villeneuve Eric.Villeneuve@co.itasca.mn.us

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number/email address
Social Services	Becky Lauer	Family & Child Services Division Manager	218-327-6192
Health Care Eligibility	Jason Johnson	Financial Assistance Supervisor	218-327-6136
Public Health	Kelly Chandler	Public Health Division Manager	218-327-6144
Mental Health ? Adult ?Children	Becky Lauer	Family & Child Services Division Manager	218-327-6192
Mental Health ? Adult ?Children	Becky Lauer	Family & Child Services Division Manager	218-327-6192
Substance UseDisorder	Becky Lauer	Family & Child Services Division Manager	218-327-6192
Transportation	Jason Johnson	Financial Assistance Supervisor	218-327-6136

General County Service Delivery and Access

Itasca County Health & Human Services (ICHHS) provides Health Care Access services to all MA clients (both fee-for-service and PMAP) who are in need of transportation for medical purposes. Starting in 2018, ICHHS oversees all aspects of Health Care (HC) Access services, including the administration of the program and recruiting and maintaining volunteer drivers. ICHHS staff is responsible for the accounting/billing portion of all transportation services.

County recipients who use the Arrowhead Economic Opportunity Agency (AEOA) mass transit bus are required to purchase tickets directly from AEOA (these can be purchased from the bus driver) and when they provide medical proof of transportation usage, they are reimbursed by ICHHS.

County clients who are in need of mileage reimbursement or need a volunteer driver work through ICHHS. They work with clients to ensure that the Itasca County Health Care Access Plan is complied with and that clients are receiving the most cost efficient, safe transport available in our county. All MA clients are provided with information about Health Care Access services at application and renewal.

Itasca County is a rural county and the county seat is at its most southern edge. Itasca County is the 3rd biggest County in the State of Minnesota based on square miles, but the 22nd biggest based on population. That lends to one of the biggest issues faced by citizens of Itasca County around accessing health care services, Transportation. Transportation is an issue for all populations in Itasca County. Transportation has always been an issue and grew to a larger issue with COVID with some not wanting to transport positives or “perceived” positives of COVID. Many people in the outlying areas utilize providers from outside Itasca County. In addition, because volunteer drivers are not reimbursed for no-load miles, it is very difficult to recruit and maintain a significant pool of volunteer drivers. High gas prices have also impeded the establishment of a strong volunteer driver network. In many areas of the county, volunteer drivers will need to travel 60 no load miles to take a MA client to a medical appointment that is just a few miles from the client’s home.

Health care services that are limited or unavailable: Dental coverage has been a service that has historically been difficult to obtain for MA clients. Most local dentists are willing to see our PMAP clients, but it can be very difficult to locate a local dentist who will accept a MA patient. Psychiatric care for children and adults is also limited. Many families have to travel outside of Itasca County due to limited providers. There is no inpatient, hospital based psychiatric care in Itasca County.

Jackson County (Des Moines Valley Health and Human Services):

County Administration:

Agency Name:	Des Moines Valley Health and Human Services
Director's Name:	Craig Myers
Address:	407 Fifth Street, PO Box 67, Jackson MN 56143
Telephone Number	507-847-4000
FAX Number:	507-847-5616
Procurement Contact Name and Email Address:	Craig Myers Craig.myers@dvhhs.org 407 Fifth Street, PO Box 67 Jackson MN 56143

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number/ Email Address
Social Services	Sheri Lilleberg	Social Services Supervisor	Sheri.lilleberg@dvhhs.org
Health Care Eligibility	Angela Holmen	Financial Services Supervisor	Angela.holmen@dvhhs.org
Public Health	Lindsay Chapman-Nesseth	Interim Public Health Director	Lindsay.chapman@dvhhs.org
Mental Health ☑ Adult ☑ Children	Susan Miller	Adult Social Services Supervisor	Susan.miller@dvhhs.org
Mental Health ☑ Adult ☑ Children	Sonya Becker	Children Social Services Supervisor	Sonya.becker@dvhhs.org
Substance Use Disorder	Susan Miller	Social Services Supervisor	Susan.miller@dvhhs.org
Transportation	Angela Holmen	Financial Services Supervisor	Angela.holmen@dvhhs.org

General County Service Delivery and Access:

Jackson County is a small rural county in Southwest Minnesota. This county borders the state of Iowa. Families and children rely on our local and regional health care system to provide health care services. The main health care provider in Jackson County is Sanford Health. Jackson County has one small hospital in the town of Jackson.

Members of our community are very reliant on referrals to specialists outside of our communities that are over sixty to ninety miles away. Utilizing providers out of state or up to one to two hours away is a common practice. Since this is a border county many residents access care in Iowa. Having approved providers for health, vision, mental health and dental care in neighboring border states/towns is important. Routinely patients are transferred to larger hospitals outside of our communities for acute care. Transportation outside of our county is a barrier to accessing health care. Reliable, affordable and accessible rides with proper reimbursement for loaded and unloaded miles is a challenge. Improving the scheduling process to decrease call times to transportation providers is needed. Some health care providers offer telehealth or satellite clinics, continued growth in this area is important to ease the burden on transportation and increase access to necessary services.

Dental services are becoming increasingly unavailable. Many dental offices do not accept new patients on medical assistance. Individuals must travel far outside of the county to dental providers. Wait times for dental appointments are common and acute dental services are nearly unavailable.

Mental health services are lacking in the county, there are long waiting lists and individuals need to see providers outside of our county. Adequate funding to support providers is necessary. A willingness to contract with providers in the border state of Iowa should be considered.

Supporting public health programs such as maternal child health, car seat programs, child and teen checkups, dental services and immunizations are needed.

The availability of robust interpreter services is a growing need for our non-English speaking population. Having a designated team within the health plan is critical when county partners need to problem solve health care access or other complicated matters. Emphasis on appropriate rates and investment in local development of services is also a need.

Kanabec County:

County Administration:

Agency Name:	Kanabec County Family Services
Director's Name:	Chuck Hurd
Address:	905 Forest Ave E, Suite 150, Mora, MN 55051
Telephone Number	320-679-6350
FAX Number:	320-679-6351

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number/email address
Social Services	Chuck Hurd	Director of Family Services	320-679-6357 Chuck.Hurd@co.kanabec.mn.us
Health Care Eligibility	Tim Dahlberg	Financial Assistance Supervisor	320-679-6360 Timd9002@co.kanabec.mn.us
Public Health	Kathy Burski	Director of Public Health	320-679-6330 kathryn.burski@co.kanabec.mn.us
Mental Health Adult	Chuck Hurd	Director of Family Services	320-679-6357 Chuck.Hurd@co.kanabec.mn.us
Mental Health Children	Kristen Struss	Social Services Supervisor	320-679-6365 kristen.struss@co.kanabec.mn.us
Substance Use Disorder	Chuck Hurd	Director of Family Services	320-679-6357 Chuck.Hurd@co.kanabec.mn.us
Transportation	Kathy Burski	Director of Public Health	320-679-6330 kathryn.burski@co.kanabec.mn.us

General County Service Delivery and Access:

Kanabec County has an estimated 2017 population of 16,024*. It is a largely rural county, covering approximately 525 square miles, located in East Central Minnesota, approximately 70 miles north of the Minneapolis/St. Paul metropolitan area. The population is classified 96.1% White*. The largest city in the county is Mora, the county seat and market hub, with an estimated population of 3,488. There are three smaller towns in the county: Grasston, Quamba and Ogilvie, with a combined 2013 estimated population of 641**. The percent of people over age 65 is 20.3% compared to 15.4% for the State of MN*. Kanabec County's unemployment rate is 2.6%*. Kanabec County's poverty rate is 13.2% which is significantly above the State's percentage of 9.5%*. Kanabec County also has a lower than average per capita income, with the average in Kanabec County being \$24,582 compared to the State which is \$33,225*. Residents are economically distressed and many are isolated leading to health disparities.

According to the 2017 County Health Rankings, Kanabec County ranks 80 out of 87 Minnesota counties in Health Factors. The health factors that are considered in the County Health Rankings include health behaviors (tobacco use, obesity, drinking, sexual activity), clinical care (access to care, quality of care), social and economic factors (education, employment, income, family /social supports), and physical environment (air quality, housing and transportation).

The table below provides statistics regarding two of the health factors, health behaviors and clinical care, as well as quality of life indicators:

Health Factors/Quality of Life Table		
Factor	Kanabec County	MN
Health Behaviors		
Adult Smoking	18%	16%
Adult obesity	30%	27%
Physical inactivity	24%	19%
Access to exercise opportunities	41%	84%
Excessive drinking	19%	21%
Clinical Care		
Uninsured	8%	7%
Primary care physicians – ratio of patients to physicians	1,140:1	1,100:1
Dentists – rate of patients to dentists	1,980:1	1,480:1
Mental health providers	3,170:1	510:1
Preventable hospital stays	48	37
Quality of Life		
Poor or fair health	14 %	12 %
Poor physical health days	3.4	3.0
Poor mental health days	3.1	3.0

Source: 2017 County Health Rankings

As shown above, Kanabec County residents have less access to clinical care, particularly dentists and mental health providers. We have had ongoing concerns reported to us regarding the lack of options available to MA and MinnesotaCare enrollees as it pertains to dental and mental health providers. Child and adult psychiatry remains difficult to access in Kanabec County. Enrollees often have to travel a far distance to see providers

and these providers rarely have timely openings for brand new clients.

*<https://www.census.gov/quickfacts/kanabeccountyminnesota>

** <http://www.city-data.com/city/Mora-Minnesota.html>

***<https://mn.gov/deed/data/current-econ-highlights/county-unemployment.jsp>

Kandiyohi County:

County Administration:

Agency Name:	Kandiyohi County
Director's Name:	Jennie Lippert
Address:	2200 23 rd St NE Suite 1020 Willmar, MN 56201
Telephone Number	320-231-7800
FAX Number:	320-231-6285
Procurement Contact Name and Email Address:	Jennie Lippert Jennie.Lippert@kcmn.us

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number/email address
Social Services	Kathy Nelson	Human Services Supervisor	Kathy.Nelson@kcmn.us 320-231-7800 ext. 2434
Health Care Eligibility	Deb Grunwald & Leah Young	Financial Eligibility Supervisors	Deb.Grunwald@kcmn.us 320-231-7800 ext. 2331 Leah.Young@kcmn.us 320-231-7800 ext. 2356
Public Health	Jody Ammerman	Public Health Supervisor	Jody.Ammerman@kcmn.us 320-231-7800 ext. 2581
Mental Health ☑ Adult ☑ Children	Corinne Torkelson	Human Services Supervisor	Corinne.Torkelson@kcmn.us 320-231-7800 ext. 2370
Substance Use Disorder	Corinne Torkelson	Human Services Supervisor	Corinne.Torkelson@kcmn.us 320-231-7800 ext. 2370
Transportation	Kathy Nelson	Human Services Supervisor	Kathy.Nelson@kcmn.us 320-231-7800 ext. 2434

General County Service Delivery and Access

Kandiyohi County covers 862 square miles and has 43,199 residents. Half of the residents live in Willmar which is the county seat and largest city. The residents are 90% white, 12.6% Latino, and 6.7% Black (east African refugees/immigrants). Medical facilities include 3 primary care clinics and one hospital all associated with CentraCare Health. Additional county assets would include a large turkey growing and processing industry, Ridgewater Community College, and MinnWest Technology Campus which currently houses 26 industry leading companies in the areas of agribusiness, bioscience, and technology.

Citizens affected by health disparities include 10.5% of the population for whom live below the poverty line, a number that is lower than the national average of 12.3%. The largest demographic living in poverty are Females 18 - 24, followed by Males 6 - 11 and then Females 35 - 44. In our schools, there are roughly 46% of students on free or reduced lunch. Growing diversity is reflected in the school population which is over 30% racial and ethnic minorities. More than 39% of students have a home language other than English and 22% of students are learning English in the schools. The percent of the population over the age 65 is 19%, which is higher than the statewide average.

The majority of medical services are accessed in the centrally located city of Willmar. Primary medical care includes a regional multi-specialty clinic, a family practice clinic, and a community health income based clinic. There are numerous other health related clinics, such as chiropractors and wellness clinics. Challenges include recruiting specialty services, particularly in person psychiatry and children's mental health. Our substance use providers are challenged at finding LADC staff to meet the demand from SUD reform. There is concerns for wait times for behavioral health services. In addition to being a regional medical center, our county also is a service center for adults with disabilities and the senior population.

Despite the overall good access to primary care, barriers exist. The dwindling workforce has been a major problem in our area. There are many open positions and providers who cannot keep staff to fully operate. This has caused some providers to close. Transportation options are limited and many are dependent on local transit bus services and volunteer drivers to assist with these needs. With many languages spoken in the county, there is a need for local interpreters (such as Spanish, Somali, and Karen). Due to the lack of availability of interpreters, telephonic language interpreting is often relied upon.

Dental access for those with low income and disabilities is an ongoing concern. Carris Health Dental Clinic has been an important resource for our region. With unmet needs and low reimbursement rates meeting local dental needs is a challenge.

Managed Care Enrollment statistics for Kandiyohi County include: 796 MN Care, 7,927 Medical Assistance for Families and Children, and 1,873 adults without children.

Kittson County:

County Administration:

Agency Name:	Kittson County Social Services
Director's Name:	Kathleen Johnson
Address:	410 S 5 th St Suite 100 Hallock MN 56728
Telephone Number	218-843-2689
FAX Number:	218-843-2607
Procurement Contact Name and Email Address:	Kathy Johnson kjohnson@co.kittson.mn

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number/ Email Address
Social Services	Kathy Johnson	Director	218-843-2689 kjohnson@co.kittson.mn.us
Health Care Eligibility	Kathy Johnson	Director	218-843-2689 kjohnson@co.kittson.mn.us
Public Health	Kathy Johnson	Director	218-843-2689 kjohnson@co.kittson.mn.us
Mental Health <input type="checkbox"/> Adult <input type="checkbox"/> Children	Kathy Johnson	Director	218-843-2689 kjohnson@co.kittson.mn.us
Mental Health <input type="checkbox"/> Adult <input checked="" type="checkbox"/> Children	Kathy Johnson	Director	218-843-2689 kjohnson@co.kittson.mn.us
Substance Use Disorder	Kathy Johnson	Director	218-843-2689 kjohnson@co.kittson.mn.us
Transportation	Kathy Johnson	Director	218-843-2689 kjohnson@co.kittson.mn.us

General County Service Delivery and Access

Kittson County is the NW corner of Minnesota. **Kittson County has 1,104 square miles with approximately 4,311 residents.** (Hennepin County = 607 square miles with 1.15 million residents). Kittson County meets the federal definition of a **Frontier Status County** (less than 7 residents per square mile) with approximately **3.9 people per square mile.** The following Kittson County data comes from 2019 Data USA:

Median Age: **48.9 years**

Ave. HH Income: **\$59,311**

Poverty Level: **11.2%**

Health Care Coverage: **93.7%**
15.9%

Medicaid Population: **15.2%**

Medicare Population:

Kittson County's is fortunate to have Kittson Healthcare Center (KHC), located in Hallock (county seat, located in the west central area of the county), which provides routine clinic services; emergency services (includes ambulance); low care hospital services; mental health services; nursing home facility; and assisted living services. KHC also staffs a satellite clinic in Karlstad, in the SE corner of the county.

Kittson County residents also access healthcare services through many of the surrounding communities: Sanford: Fargo, ND; Thief River Falls, MN; East Grand Forks, MN. Altru: Grand Forks, ND; Roseau, MN. Riverview: Crookston, MN. It is extremely important to Kittson County residents that they have access to these clinics and healthcare systems.

Dentists: There are **no dental clinics** located in Kittson County. The closest dental clinics are 45, 65, & 75 miles away.

Health Care Access Issues: Kittson County residents require outside of the county access for many of their healthcare service needs. This requires access to transportation services. Currently the county contracts with Tri-Valley Opportunity Council, Inc., Crookston, MN (75 miles S of Hallock) for medical transportation for Medical Assistance (MA) clients only. There is no public transportation in the county for healthcare access.

Kittson County supports **2 Volunteer Ambulance services** (Hallock & Karlstad) for emergency medical transportation.

Mental Health Services: Kittson County currently has 1 MH Professional serving our county with a 2-month waiting list. Kittson County Schools also share School Social Workers and have limited School-based MH services for children.

Health Care Services Currently Unavailable: Most healthcare "specialty" services are unavailable in Kittson County, but can be access through the broader regional health care system. Also, transportation services for non-MA residents.

What Health Care Services Are Limited in Their Availability: Almost all health care services, other than general health care provisions, are limited in Kittson County. This would be especially true for dentistry, specialty services, and high-risk hospitalizations.

Koochiching County:

County Administration:

Agency Name:	Koochiching County Public Health & Human Services
Director's Name:	Kathy Lafrance
Address:	1000 5 th St., Int'l. Falls, MN 56649
Telephone Number	218-283-7000
FAX Number:	218-283-7013
Procurement Contact Name and Email Address:	Kathy LaFrance kathy.lafrance@co.koochiching.mn.us

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number/email address
Social Services	Jean Anderson	Supervisor	Jean.anderson@co.koochiching.mn.us 218-283-7000
Health Care Eligibility	Val Long	Supervisor	Val.long@co.koochiching.mn.us 218-283-7000
Public Health	Derek Foss	Supervisor	Derek.foss@co.koochiching.mn.us 218-283-7070
Mental HealthX Adult <input type="checkbox"/> Children	Jean Anderson	Supervisor	Jean.anderson@co.koochiching.mn.us
Mental Health <input type="checkbox"/> Adult XChildren	Jean Anderson	Supervisor	Jean.anderson@co.koochiching.mn.us 218-283-7000
Substance Use Disorder	Jean Anderson	Supervisor	Jean.anderson@co.koochiching.mn.us 218-283-7000
Transportation	Val Long	Supervisor	val.long@co.koochiching.mn.us 218-283-7000

General County Service Delivery and Access Issues:

There are problems with access to health care which include transportation and numbers of providers and specialty providers.

Transportation is a concern in the Koochiching County area, as we have limited public transportation. Public transportation does not run on evenings or weekends currently.

Another area of concern is accessing dental care. Very few dental providers will accept medical assistance. Koochiching County currently only has two dental offices with a total of 4 dentists. We do have the Children's Dental Clinic that makes sporadic visits to International Falls. There are no services in the rest of the county. Koochiching County has a large geographic, rural area. These resources are rarely used due to transportation issues.

With Substance Use Disorder (SUD) reform there will be a lack of resources in our county to provide comprehensive assessments as well as substance use treatment services. Workforce development is a concern of our county.

Koochiching County collaborates with the local Northland Counseling Center to provide services to adults and children with mental health conditions. They provide counseling, ARMHs, and CSP services. They have one crisis bed to respond to community needs. They also provide pre-petition screenings. Increased collaboration with health plans to support innovation in the areas of early intervention and prevention as well as focus on developing infrastructure to support rural needs related to mental health services is vital.

Lac qui Parle County:

County Administration:

Agency Name:	Lac qui Parle County Family Service Center
Director's Name:	Kirsten Gloege
Address:	PO Box 7, 930 1 st Ave. Madison MN 56256
Telephone Number	320-598-7594
FAX Number:	320-598-7597
Procurement Contact Name and Email Address:	Kirsten Gloege Kirsten.gloege@lqpc.com

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number/email address
Social Services	Cynthia Johnson Melissa Viessman	Social Services Supervisors	320-598-7594 Cynthia.johnson@lqpc.com Melissa.viessman@lqpc.com
Health Care Eligibility	Donna Hermanson	Financial Services Supervisor	320-598-7594 Donna.hermanson@lqpc.com
Public Health	Liz Auch	Countryside Public Health Director	320-760-8282 liz@countryside.co.swift.mn.us
Mental Health X Adult <input type="checkbox"/> Children	Melissa Viessman	Supervisor	320-598-7594 Melissa.viessman@lqpc.com
Mental Health <input type="checkbox"/> Adult X Children	Melissa Viessman	Supervisor	320-598-7594 Melissa.viessman@lqpc.com
Substance Use Disorder	Melissa Viessman	Supervisor	320-598-7594 Melissa.viessman@lqpc.com
Transportation	Nicole Siedschlag	Office Support Specialist	320-598-7594 Nicole.siedschlag@lqpc.com
Other – Please List	Melinda Robertson	Accountant/Fiscal Department	320-598-7594 Melinda.robertson@lqpc.com

General County Service Delivery and Access

Lac qui Parle County covers 765 square miles and has 6,623 residents. LQP County is a vastly rural community, Madison is the county seat. The largest towns are Madison with a population of 1,617 and Dawson, with a population of 1,620. The residents are 96.3% white, 2.5% Latino, and 1.4% identifying as 2 or more races. Our community has seen a decline in population of -8.7% from April, 2010 to July 2019.

Citizens affected by health disparities include 9.5% of the population for whom live below the poverty line, a number that is lower than the national average of 12.3%. Individuals that are without health insurance, under the age of 65, is at 7% of the county population. People residing in lac qui Parle with a disability and under the age of 65 years provides for 9.2% of the population. Lac qui Parle County's population continues to age, with the 27.9% being over the age of 65.

Youth in our communities attend schools in multiple districts, with 1,150 students. There are roughly 37.6% of students on free or reduced lunch. Growing diversity is reflected in the school population which continues to see a growth in racial and ethnic minorities, with Hispanic or Latino at 7.4%, Native Hawaiian or other Pacific Islander at 4.7%, and White at 82.5%.

Lac qui Parle County has 2 health care facilities within our communities, both provide services through their clinics, hospitals, and specialty care providers and well as care centers. Lac qui Parle County also provides services to individuals in the community with the support of our HCBS providers, this includes services provided within the home, community or foster care.

Challenges include recruiting specialty services, particularly psychiatry and children's mental health. Shortages in chemical dependency treatment and behavioral health options also exist. Despite the overall good access to primary care, barriers exist. The dwindling workforce has been a major problem in our area. There are many open positions and providers who cannot keep staff to fully operate. Transportation options are limited and many are dependent on local transit bus services and volunteer drivers to assist with these needs. Due to the lack of availability of interpreters, telephonic language interpreting is often relied upon.

The county encourages integration with county public health and social services, which play key roles in the addressing social determinants of health, behavioral health and community health needs; improving population health; and providing case management services

Dental access for those with low income and disabilities is an ongoing concern. With unmet needs and low reimbursement rates meeting local dental needs is a challenge.

There are shortages of transportation providers and lack of payment for "no load" miles when travel is compensated by the Medicaid program for only one way travel to medical facilities.

Lake County:

County Administration:

Agency Name:	Lake County Health and Human Services
Director's Name:	Lisa B. Hanson
Address:	616 Third Ave., Two Harbors, MN 55616
Telephone Number	218-834-8400
FAX Number:	218-834-8412
Procurement Contact Name and Email Address:	Maria VanSanten, Children and Families Supervisor Maria.vansanten@co.lake.mn.us

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number/email address
Social Services	Beth Swanson Maria VanSanten	Adult and Disabilities Supervisor Children and Families Supervisor	(218) 834-8416 Beth.swanson@co.lake.mn.us (218) 834-8549 Maria.vansanten@co.lake.mn.us
Health Care Eligibility	Courtney Anderson	Financial Assistance Supervisor	(218) 834-8423 Courtney.anderson@co.lake.mn.us
Public Health	Tracy Gilsvik	Public Health Supervisor	(218) 834-8406 Tracy.gilsvik@co.lake.mn.us
Mental Health Adult	Beth Swanson	Adult and Disabilities Supervisor	(218) 834-8416 Beth.swanson@co.lake.mn.us
Mental Health Children	Maria VanSanten	Children and Families Supervisor	(218) 834-8549 Maria.vansanten@co.lake.mn.us
Substance Use Disorder	Maria VanSanten	Children and Families Supervisor	(218) 834-8549 Maria.vansanten@co.lake.mn.us
Transportation	Courtney Anderson	Financial Assistance Supervisor	(218) 834-8423 Courtney.anderson@co.lake.mn.us

General County Service Delivery and Access

Lake County is located on the North Shore of Lake Superior and is the fourth-largest county in the state in area, but not in population. Our population is estimated to be approximately 10,560 year-round residents. The largest city in the county is Two Harbors, the County Seat, with a population of approximately 3,509 persons; the second largest city is Silver Bay, with approximately 1,722 persons. People age 65+ currently account for approximately 36% of Lake County's population. By 2030, it is projected that 42% of Lake County's residents will be 60 or older.

Lake County has, for the most part, a small and widespread population covering a large area. Transportation for health care (and areas of trade) can be challenging for residents unable to drive because of health and mobility issues, those who don't drive or have unreliable vehicles and those who cannot afford a vehicle.

Lake County covers a wide area with several towns and villages with sparse populations. It is a rural county with sizeable distances between most towns and villages. A portion of the population is low income and many of the residents living in outlying areas of the county, as well as those living in towns and villages, receive public assistance, and don't have or can't afford their own transportation. We also have those residents who are aged and/or disabled and unable to drive. All of these factors create transportation issues within Lake County. Lake County contracts with the Arrowhead Economic Opportunity Agency (AEOA) to provide volunteer drivers and the AEOA bus to provide transportation in certain areas of the county.

For clients who are enrollees of a MCO, the MCO provides transportation as part of their client services through their own Care Coordinator and resources and collaborating with our contract providers. MCO(s) have access to the Lake County provider network and are encouraged to use those providers. MTM provides transportation brokerage services for Non-Emergency Medical Transportation for Medical Assistance recipients.

Other access concerns that should be addressed include the following:

- The need for MCO(s) to assist with making the billing process more user friendly and standardized.
- The lack of available mental health professionals (psychiatrists, advanced practice nurses and psychologists). MA recipients should have access to mental health sessions.
- The lack of children's mental health services - including in-home therapeutic support or parenting training, lack of Children's Therapeutic Services and Supports (CTSS) due to low reimbursement rates and lack of availability, and lack of Therapeutic Behavior Management Aides.
- There is a shortage of child care in Lake County, which makes it difficult for families to keep appointments and take advantage of the health care system.
- The need for case management service for the purpose of making appointments (medical and dental) and following up with clients after appointments to be sure clients understand directives from the health care provider and that they are following through appropriately.
- The lack of client education on how and when to access medical services to reduce the number of emergency room visits.
- Improving the immunization rate.
- Improving the Child and Teen Checkup rate.
- The high incidence of alcohol and drug abuse including CD treatment for as long as it's needed for methamphetamine users, adolescent CD treatment, after-care for all age groups and a methadone maintenance program.
- The lack of easy access to local services for all clients under "hold" and "commitment" orders.
- The lack of easy access to full dental care (regular, emergency and medically-necessary orthodontia

treatments) for public assistance clients.

- The need for arrangements for recipients to access specialists out-of-area when necessary for more complex care needs.
- The need for open selection of providers.
- The need for MCO(s) to incorporate schools into their networks to allow reimbursement for billable services provided in school districts.

Dental providers in Lake County include Lake Superior Dental Associates, North Shore Dental, Silver Bay Family Dental, and Two Harbors Family Dental. Most providers will continue taking care of those who were their patients before coverage by MA, but will not accept MA recipients as new patients. Dental care has been found by some Lake County MA recipients in other parts of the state, including Northland SMILES in Deerwood and Lake Superior Community Health Center in Duluth or Superior. Some of the providers that have been accessed are at a great distance, which is expensive, cumbersome and difficult for our clients. We continue to be told that (1) MA rates for dental services are not sufficient for dentists to want to service this population and (2) many MA clients fail to keep their appointments, which poses a problem for the dental providers who can't readily fill a chair for a no-show.

Chemical Dependency Rule 25 and comprehensive assessments are available within our county to meet the needs of clients. We currently have one outpatient CD treatment provider and assessor in Two Harbors, which does not meet local demand. The Center for Alcohol & Drug Treatment in Duluth provides detoxification services, assessments, inpatient treatment, and outpatient treatment. Nystrom & Associates and Genesis provide assessments and outpatient treatment. Most providers offer virtual options at the current time, which makes accessibility easier.

Services such as halfway houses after primary CD treatment are not available in Lake County. St. Louis County is the closest and most accessible area for Lake County residents. Depending on availability of space, it is sometimes necessary to send clients to areas more distant than St. Louis County.

One issue we are having in Lake County is the access to CD Treatment. There has been a gap in service, so most clients are heading to Duluth or other cities to get the needed treatment; thus bringing in the issue of transportation for our clients to get to and from outpatient treatment in a different city or county. Virtual treatment options have helped to alleviate the transportation barrier.

There are three providers who offer counseling, crisis stabilization, diagnostic testing and a variety of support groups: Accend, Human Development Center (HDC), and Kalina Counseling. All three have locations in Two Harbors with HDC offering appointments at the Lake County Service Center in Silver Bay. Lake View Hospital and Medical Clinics has a psychiatric mental health nurse practitioner on staff as well. HDC is currently the only provider in Lake County with psychiatric services. In addition to HDC, there are three other providers offering Adult Rehabilitative and Mental Health Services (ARMHS) locally: Accend Services, Nystrom & Associates and RSI. These services promote psychiatric stability, social competencies, personal and emotional adjustment, independent living and community skills when impaired by symptoms of illness and medication management. Clients are offered a choice of providers and accessing services is not an issue. Psychiatrists, Advanced Practice Nurses and Psychologists are of limited supply locally and statewide.

Emergency mental health holds have historically been handled primarily by Miller Dwan Medical Center and St. Luke's Hospital. There is a population of adults with serious and persistent mental illness that are not MA eligible but require significant services to keep them stabilized in community care. The MCO(s) are requested to address how assistance with the cost of those services might be addressed, as ultimately having lower cost community services will save MA dollars if hospitalizations are minimized.

Mental Health services for children are targeted primarily at keeping children functioning well in their own homes and community. LCHHS has a Mental Health worker that goes into client's homes and works with children and families. LCHHS also has been approved as a provider for Children's Therapeutic Services and Support (CTSS). This service is also provided by HDC and Accend Services. LCHHS also is a provider of Children's Mental Health Case Management, so most children can get their services right in the home instead of going to an office. There is still an option for children to utilize other providers as they choose. Accend Services provides therapy in the schools for any child that is in need through the SLMHS grant. Other providers provide therapy in schools for current clients.

Any children we work with have a mental health screen done, by the social worker or other mental health professional, to ensure they are receiving the most appropriate services.

Lake County is served by Arrowhead Economic Opportunity Agency (AEOA), which is a public transit provider. AEOA provides bus transportation to residents of Lake County. Lake County pays for transportation as necessary for open Social Services cases. Special transportation services are available to those who need them through Northern Access in Duluth. This transportation is usually arranged by a medical provider when ambulance transport is not required but the patient is too ill to travel by car. The cost of the transport is not usually covered by MA. The MCO(s) will need to address how they will coordinate services with AEOA whose transit coordinator currently coordinates social service transportation for the County. Access to specialist services outside the area for recipients, especially for the disabled population that require regular or multiple trips, has been difficult to arrange.

Lake County is a member of the North Shore Collaborative (NSC) that provides prevention and early intervention services to children and families in Lake and Cook Counties. Its mission is: "By working together to strengthen families, the NSC ensures that all of our children can grow up healthy and lead meaningful lives." The goals of the NSC are to help children succeed in school, to increase buy-in and involvement of under-represented partners and to increase community awareness of the value of collaboration.

Other Agencies/Initiatives that Lake County Health and Human Services collaborates with:

- Arrowhead Health Alliance (AHA)
- Arrowhead Behavioral Health Initiative (ABHI)
- Lake County Health and Human Services Advisory Committee
- Lake County Public Health Task Force
- Lake County Local Mental Health Task Force
- Regional Transportation Coordinating Council

Public Health duties and concerns in Lake County are handled by the in-house Public Health Unit. LCHHS further contracts with independent PHN Contractors to ensure additional help is available for Public Health, should it be needed. The county would encourage the MCO(s) to continue to partner with LCHHS to address the local public health functions.

LCHHS, through the Public Health Unit, provides the six Essential Local Public Health Activities as defined by Minnesota Statute. They are:

- Assure an adequate local public health infrastructure;
- Prevent the spread of Infectious Disease (immunizations);
- Promote against environmental hazards;
- Promote healthy communities and healthy behaviors (WIC/health assessment clinics, MCH prenatal

education, new mom visits including Maternal Early Childhood Sustained home visiting, TANF youth programming, Statewide Health Improvement Partnership);

- Assure the quality and accessibility of health services (Child/Teen outreach); and
- Prepare for and respond to disasters and assist communities in recovery.

Lake of the Woods County:

County Administration:

Agency Name:	Lake of the Woods County Social Services
Director's Name:	Amy Ballard
Address:	206 8 th Ave SE Suite 200, Baudette, MN 56623
Telephone Number	218-634-2642
FAX Number:	218-634-4520

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number/email address
Social Services	Amy Ballard	Director	206 8 th Ave SE Suite 200 Baudette, MN 56623 218-634-2642
Health Care Eligibility	Same as above	Same	Same
Public Health	Kay Schell	Public Health Manager	CHI-Lakewood, 600 S Main Baudette, MN 56623 218-634-1795 KaySchell@catholichealth.net
Mental Health X Adult X Children	Amy Ballard	Director	206 8 th Ave SE suite 200 Baudette, MN 56623 218-634-2642
Mental Health <input type="checkbox"/> Adult <input type="checkbox"/> Children	Same as above	Same	same
Substance Use Disorder	Same as above	Same	Same
Transportation	Same as above	Same	Same

General County Service Delivery and Access:

Lake of the Woods County is a remote, northern county which borders Ontario, Canada. The northernmost tip of our county is only accessible by water, so access to services is extremely difficult for the residents in that community (Angle Inlet). The county has approximately 3800 full time residents and approximately 2/3 of our residents are over 50 years old. Due to our low population and remoteness, we have very few providers that are housed within our county.

Health care is accessed through CHI-Lakewood Health Center in Baudette. This is a clinic, 15 bed acute care, nursing home and assisted living facility all under one roof. This is the only medical and long term care facility within the borders of our county. CHI-Lakewood also contracts with our county board to provide Public Health related services. CHI-Lakewood no longer delivers babies so new mothers have to deliver in Roseau, Beltrami or Pennington County. We have no Dialysis within our county and have to travel 60 to 100 miles for that service. Specialized medicine is accessed in neighboring counties or through our local clinic when providers travel to our location once a month.

Currently Lake of the Woods County does not have a dentist as the only dental office recently closed. Residents travel 35 miles to the nearest dental office that will take MA. For specialty dental care they have to travel 100 to 175 miles to find a provider that will take MA.

Lake of the Woods County does not have home health care providers. The county is currently recruiting a provider out of Bemidji since we don't have any providers up here actually doing the work. Providers indicate they cover our county but actually do not.

Lake of the Woods County does not have any substance abuse treatment providers and are in need of them. Persons in need now travel over an hour for outpatient treatment. SUD reform will make access to comprehensive assessments more difficult to obtain as residents will have to travel over an hour to obtain their assessments and the turnaround time will be much longer.

Lake of the Woods County has very limited mental health services for our residents. The county does have outpatient individual therapy available 4 days a week. Med Management via tele-medicine is available but the longevity of that service is questionable due to reimbursement rates. The county does not have CTSS or Intensive In home providers for our children and families. We have very limited CSP/ARMHS services due to the low number of clients who will participate in the program. Those who are SPMI usually have to receive services out of our county.

Medical Transportation is becoming an increasing need with no solution in sight. We have very limited public transportation during the work day but none available after hours. Our agency's Volunteer Driver program is down to 4 drivers due to recent rule changes with MN DHS. All of this makes access to medical services even more difficult for our residents.

Le Sueur County

County Administration:

Agency Name:	Le Sueur County Human Services
Director's Name:	Jamie Hayes
Address:	88 S Park Avenue, Le Center, MN 56057
Telephone Number	507-357-8515
FAX Number:	507-357-6122
Procurement Contact Name and Email Address:	Jamie Hayes jhayes@co.le-sueur.mn.us

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number/emailaddress
Social Services	Pat Rentz	Social Services Supervisor	507-357-8564 prentz@co.le-sueur.mn.us
Health Care Eligibility	Leanne Gieseke	Financial Assistance Supervisor	507-357-8109 lgieseke@co.le-sueur.mn.us
Public Health	Megan Kirby	Public Health Director	507-357-8247 mkirby@co.le-sueur.mn.us
Mental Healthx Adult <input type="checkbox"/> Children	Pat Rentz	Social Services Supervisor	507-357-8564 prentz@co.le-sueur.mn.us
Mental Health <input type="checkbox"/> Adult <input checked="" type="checkbox"/> Children	Lowell Freeman	Child Services Supervisor	507-357-8280 lfreeman@co.le-sueur.mn.us
Substance Use Disorder	Pat Rentz	Social Services Supervisor	507-357-8564 prentz@co.le-sueur.mn.us
Transportation	Leanne Gieseke	Financial Assistance Supervisor	507-357-8109 lgieseke@co.le-sueur.mn.us

General County Service Delivery and Access

Le Sueur County enrollees access health care by various formats – on-line, in-person, through telephone calls and other forms of outreach assistance. We are a medium sized rural county with several small communities that do have medical clinics located within them along with one hospital in the town of Le Sueur with limited services. The Le Sueur Hospital has added in telemedicine to assist with mental health crisis response which has been a positive since 2019. Access to specialty care is an issue which many residents must drive several miles outside of the area to receive services. This places a high demand upon transportation services. The county does have transportation services available, but the inability for volunteer drivers to bill for no-load miles has continued to cause significant challenges to this program. When significant changes are made to how providers access the coordination system they use, it causes hardships on providers and administrative burdens. The city of Le Sueur does have a city limits transit system, and this year a MnDOT funded county-wide fixed-route transportation service was implemented on a limited basis. Access to evening appointments is still a challenge.

Other than specialty care noted above, access to dental services remains a concern within this area and workforce shortages in the health care system will need to be addressed in creative ways in the future as well as in-home care services for both children and adults.

Lincoln County (Southwest Health & Human Services - Lincoln, Lyon, Murray, Pipestone, Redwood and Rock Counties):

County Administration:

Agency Name:	Southwest Health & Human Services (SWHHS)
Director's Name:	Beth M. Wilms
Address:	607 West Main Street; Suite 100; Marshall, MN 56258
Telephone Number	507-532-1248
FAX Number:	507-537-6088

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number/email address
Social Services	Cindy Nelson	Social Services Division Director	507-532-1260 Cindy.Nelson@swmhhs.com
Health Care Eligibility	Kathy Herding and Jennifer Beek	Financial Assistance Supervisors	507-532-1235 Kathyrn.Herding@swmhhs.com Jennifer.Beek@swmhhs.com
Public Health	Carol Biren	Public Health Division Director	507-532-4136 Carol.Biren@swmhhs.com
Mental Health X Adult <input type="checkbox"/> Children	Stacy Jorgensen	Social Services Supervisor	507-825-8566 Stacy.Jorgensen@swmhhs.com
Mental Health <input type="checkbox"/> Adult X Children	Christine Versaevel	Social Services Supervisor	507-532-1241 Christine.Versaevel@swmhhs.com
Substance Use Disorder	Stacy Jorgensen	Social Services Supervisor (Adults)	507-825-8566 Stacy.Jorgense@swmhhs.com
Transportation	Kathy Herding and Jennifer Beek	Financial Assistance Supervisors	507-532-1235 Kathyrn.Herdin@swmhhs.com Jennifer.Beek@swmhhs.com

General County Service Delivery and Access:

Southwest Health and Human Services (SWHHS) is a multi-county human services agency covering a large part of Southwestern Minnesota. SWHHS is a joint powers agency consisting of Lincoln, Lyon, Murray, Pipestone, Rock and Redwood Counties with its administrative headquarters in Marshall, MN. The Governing Board consists of two appointed County Commissioners from each of the member counties and by Minnesota Statute, have responsibility for the development of an affordable system of care for all residents, especially, uninsured and underinsured children, families and adults. The organization has offices in all of the county seats and the offices are open every day to see consumers in all of its locations.

Lincoln County/Ivanhoe Office:

Office Hours: Monday-Friday' 8 AM-4:30 PM

Mailing Address: 319 North Rebecca Street; PO Box 44; Ivanhoe, MN 56142

Phone: 800-657-3781

Fax: 507-694-1859

Lyon County/Marshall Office:

Office Hours: Monday-Friday; 8 AM-4:30 PM

Mailing Address: 607 West Main Street; Suite 100; Marshall, MN 56258

Email:

Phone: 507-532-

Fax: 507-537-6088

Murray County/Slayton Office:

Office Hours: Monday-Friday; 8 AM-4:30 PM

Mailing Address: 3001 Maple Road; Suite 100; Slayton, MN 56172

Phone: 507-836-6144/800-657-3811

Fax: 507-836-8841

Pipestone County/Pipestone Office:

Office Hours: Monday-Friday; 8 AM-4:30 PM

Mailing Address: 1091 North Hiawatha Avenue; Pipestone, MN 56164

Phone: 507-825-5024/888-632-4325

Fax: 507-825-6727

Redwood County/Redwood Falls Office:

Office Hours: Monday-Friday; 8 AM-4:30 PM

Mailing Address: 266 East Bridge Street; Redwood Falls, MN 56283

Phone: 888-234-1292

Fax: 507-637-4046

Rock County/Luverne Office:

Office Hours: Monday-Friday; 8 AM-4:30 PM

Mailing Address: 2 Roundwind Road; Luverne, MN 56156

Phone: 507-283-5066/855-877-3762

Fax: 507-283-5074

Southwest Health and Human Services (SWHHS) provides critical services in its local communities-- one of the most rural parts of Minnesota. SWHHS assists people in need and provides a safety net for the most

vulnerable citizens. Southwest Health and Human Services protects vulnerable populations, expends public funds, is accountable to taxpayers and provides infrastructure and oversight of the private sector expending public funds.

Southwest Health and Human Services provides essential services designed to protect and enhance the health and well-being of its six-county residents, especially its most vulnerable populations. The agency consists of three key departments: Business Services, Social Services and Public Health. Each of these departments play an important role in providing efficient and effective health and human services.

Southwest Health and Human Services provides a wide range of social services including services to adults, children and families, daycare licensing, foster care, chemical abuse/dependency, disability waiver services, mental health, and financial services..

Although rural, its service area is increasingly diverse serving a variety of new immigrant communities and larger communities of color that need the organization's attention from an economic, social, and linguistic point of view.

Travel to providers in this rural area is always a consistent challenge in addition to specialty providers that can serve our small communities. There are shortages of transportation providers and lack of payment for "no load" miles when travel is compensated by the Medicaid program for only one way travel to medical facilities. Additionally, there are limitations of access to dental services in the SW region and this continues to be an ongoing and chronic issue particularly for Medical Assistance populations.

Lyon County (Southwest Health & Human Services - Lincoln, Lyon, Murray, Pipestone, Redwood and Rock Counties):

County Administration:

Agency Name:	Southwest Health & Human Services (SWHHS)
Director's Name:	Beth M. Wilms
Address:	607 West Main Street; Suite 100; Marshall, MN 56258
Telephone Number	507-532-1248
FAX Number:	507-537-6088

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number/email address
Social Services	Cindy Nelson	Social Services Division Director	507-532-1260 Cindy.Nelson@swmhhs.com
Health Care Eligibility	Kathy Herding and Jennifer Beek	Financial Assistance Supervisors	507-532-1235 Kathyrn.Herding@swmhhs.com Jennifer.Beek@swmhhs.com
Public Health	Carol Biren	Public Health Division Director	507-532-4136 Carol.Biren@swmhhs.com
Mental Health X Adult <input type="checkbox"/> Children	Stacy Jorgensen	Social Services Supervisor	507-825-8566 Stacy.Jorgensen@swmhhs.com
Mental Health <input type="checkbox"/> Adult X Children	Christine Versaevel	Social Services Supervisor	507-532-1241 Christine.Versaevel@swmhhs.com
Substance Use Disorder	Stacy Jorgensen	Social Services Supervisor (Adults)	507-825-8566 Stacy.Jorgense@swmhhs.com
Transportation	Kathy Herding and Jennifer Beek	Financial Assistance Supervisors	507-532-1235 Kathyrn.Herdin@swmhhs.com Jennifer.Beek@swmhhs.com

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Phone: 888-234-1292

Fax: 507-637-4046

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Phone: 507-283-5066/855-877-3762

Fax: 507-283-5074

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Mahnomen County:

County Administration:

Agency Name:	Mahnomen County Social Services
Director's Name:	Julie Hanson
Address:	311 N Main Street, PO Box 460, Mahnomen, MN 56557
Telephone Number	218-935-2568
FAX Number:	218-935-5459

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number/email address
Social Services	Julie Hanson	Social Services Director	218-935-2568 jhanson@co.mahnomen.mn.us
Health Care Eligibility	same	same	same
Public Health	same	same	same
Mental Health <input type="checkbox"/> Adult <input type="checkbox"/> Children	same	same	same
Mental Health <input type="checkbox"/> Adult <input type="checkbox"/> Children	same	same	same
Substance Use Disorder	same	same	same
Transportation	same	same	same

General County Service Delivery and Access: Not available

Marshall County:

County Administration:

Agency Name:	Marshall County Social Services
Director's Name:	Chris Kujava
Address:	208 E Colvin Avenue, suite 14, Warren, MN 56762
Telephone Number	218-745-5124
FAX Number:	218-745-5260
Procurement Contact Name and Email Address:	Chris Kujava Chris.kujava@co.marshall.mn.us

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number/email address
Social Services	Chris Kujava	Director	218-745-5124
Health Care Eligibility	Sarah Noble	EW Supervisor	same
Public Health	Fran Tougas	Public Health Director	218-745-5154
Mental Health ☑ Adult ☑ Children	Stacy Laudal-adult Ruth Finseth-children	SS Supervisors	218-745-5124
Substance Use Disorder	Ruth Finseth		
Transportation	Chris Kujava		

General County Service Delivery and Access

Marshall County is a rural County with a population of 9400 people, but it is a large land mass county of 1,813m². We have one hospital, on pharmacy and on nursing home in the County.

Many clients need to drive 100+ miles one-way to find providers for any services but especially long distances for a dentist that will see them. There is a lack of dentist willing to take on more public assistance clients.

Due to changes made by DHS Marshall County Social Services no longer completes Rule 25 CD assessments and makes referrals to other providers in the area for assessments. As there are no treatment providers within our county, transportation can be an issue. Individuals who do not have their own transportation rely on family, friends, and at times utilize volunteer drivers.

Adult Mental Health services in Marshall County consist of case management, counseling, flex funding, pre-petition screenings, community-based services including Community Support Program (CSP), Adult Rehabilitative Mental Health Services (ARMHS), Intensive Residential Treatment Services (IRTS), vocational assistance, money management, transportation, waive red services, Personal Care Attendant (PCA) and Adult Mental Health Initiative (AMHI) staff and transitional services for youth 18-21. Marshall County Social Services provides case management services which can include Rule 79 Case Management. Services provided to adults with mental health needs are coordinated with providers serving our county.

Currently we utilize volunteer drivers to assist with transporting to mental health/medical appointments. County, CSP, and AMHI staff as well as county care teams assist with assuring that the consumers' mental health and medical needs are addressed through coordinating and communicating services needed.

Currently we have one hospital available for 72-hour holds in Minnesota, and emergency's hold orders is a gap that is hard to fill. This hospital serves the entire region; therefore the limited amount of beds makes accessing this service difficult at times.

Public health services are provided by North Valley Public Health. Services include home visits to pregnant women, newborns and moms, families with children, screenings for school children, facilitation of interagency Early Intervention Committee, provider of Child & Teen Check Ups, provider of Outreach program for C&TC Program, tracking immunizations and developmental screenings for children, provide immunizations including flu shots for children and adults, facilitation of the Child Abuse Prevention committee, health screenings for adults, smoking prevention programs, public health preparedness coordination, correctional health services, and environmental health services.

Martin County (Human Services of Faribault & Martin Counties:

County Administration:

Agency Name:	Human Services of Faribault & Martin Counties
Director's Name:	Chera Sevcik
Address:	115 W 1 st . Street, Fairmont MN 56031
Telephone Number	507-238-4757
Procurement Contact Name and Email Address:	Chera Sevcik Chera.sevcik@fmchs.com 115 W 1 st . Street, Fairmont MN 56031

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number/ Email Address
Social Services	Lynn Smithwick	Social Services Manager	507-238-4757 Lynn.smithwick@fmchs.com
Health Care Eligibility	Nicole Worlds	Financial Assistance Manager	507-238-4757 Nicole.worlds@fmchs.com
Public Health	Chera Sevcik	Executive Director	507-238-4757 Chera.sevcik@fmchs.com
Mental HealthAdult Children	Anna Garbers	Behavioral Health Manager	507-238-4757 Anna.garbers@fmchs.com
Substance Use Disorder	Nicole Anderson	Behavioral Health Supervisor	507-238-4757 Nicole.anderson@fmchs.com
Transportation	TBD (hiringprocess)	Administrative Services Supervisor	507-238-4757
Other – Please List	Tim Swoboda	Director of Business Management	507-238-4757 Timothy.swoboda@fmchs.com

General County Service Delivery and Access

We are a two-county Health and Human Services Agency. We are a rural area and timely specialty care is often limited and often requires travel of a distance of 100 miles or more. We expect all responders to service the health care needs of **both Faribault and Martin Counties**. In order to facilitate client choice, we expect that the network of providers will include Human Services of Faribault & Martin Counties for services that are currently being provided. The services include: targeted case management, community support program, Child & Teen checkups, immunizations, lead screening, public health nurse clinics, public health home visits, transportation, evidence-based family home visiting, lactation consultation, and Rule 25 assessments.

People report to the clinic or emergency room of their choice; however, the transportation rule of using a primary care provider within 30 miles limits choice. Providers may also refuse a patient making this impossible in our area. Transportation can be an issue with the required 24-hour notice needed prior to obtaining a ride.

There is a significant shortage of primary dental providers in both counties. Six out of ten are not taking new MA patients. Our clients often have to travel a distance of 50 miles or beyond to access basic dental services.

Timely access to specialty providers is also limited. These specialty providers include: psychiatry, neurology, orthodontia, and very specific specialists like pediatric urology, etc.

Several issues have come up for clients who are covered by MCO's. History shows that some clients need to participate in treatment several times before they can successfully maintain their sobriety. We have had clients who have had services denied because this is a pre-existing condition. Clients are poor historians making it hard to gather accurate duration/pattern of use resulting in possible denials. Transportation to medical appointments is covered but not rides to treatment. Billing issues can cause difficulties for treatment providers. Limiting the length of stay in a program can be detrimental to the client who is trying to retain sobriety. Decisions on entry into treatment need to be made quickly.

We continue to experience a lack of mental health care providers, specifically a lack of in-home mental health care providers. We want to make sure the provider network includes all of them as this would best serve our consumers. Behavioral health aides would be a better service for the children with mental health behaviors who are currently being serviced by Personal Care Assistance Services. Lack of providers of play therapy also creates a gap.

An issue continues to be the ability under managed care to provide adequate transportation services to ensure service access beyond 60 miles or for specialty care.

Child & Teen Checkups are not available from our largest provider. This adversely affects our C&TC participation rates.

We have a robust and diverse community coalition working on our Community Health Improvement Plan. We would like assurance that the health plan will support and promote primary prevention for chronic diseases, access to mental wellbeing, substance use prevention and increased access to care. Specifically, the plan will work with provider network to support and enhance SHIP (Statewide Health Improvement Program) activities and provide grant opportunities to implement strategies and evidence-based programs.

Many of the providers are delaying initial prenatal visits until the 2nd trimester and this concerns us and we would hope that the MCO's would work to address this issue. Prenatal tobacco use & child maltreatment rates are also very concerning.

McLeod County:

County Administration:

Agency Name:	McLeod County Health and Human Services
Director's Name:	Berit Spors
Address:	520 Chandler Ave N Glencoe, MN 55336
Telephone Number	320-864-1288
Email:	Berit.spors@co.mcleod.mn.us
Procurement Contact Name and Email Address:	Berit Spors Berit.spors@co.mcleod.mn.us

County Agency Contacts:

Area of Responsibility	Name	Title	Email address
Social Services	Berit Spors	Health and Human Services Director	Berit.spors@co.mcleod.mn.us
Health Care Eligibility	Donna Krauth	Financial Supervisor	Donna.krauth@co.mcleod.mn.us
Public Health	Berit Spors	Health and Human Services Director	Berit.spors@co.mcleod.mn.us
Behavioral Health - Adults	Leah Lungren	Social Services Supervisor	Leah.lungren@co.mcleod.mn.us
Behavioral Health - Children	Leah Lungren	Social Services Supervisor	Leah.lungren@co.mcleod.mn.us
Substance Use Disorder	Leah Lungren	Social Services Supervisor	Leah.lungren@co.mcleod.mn.us
Transportation	Donna Krauth	Financial Supervisor	Donna.krauth@co.mcleod.mn.us

General County Service Delivery and Access:

McLeod County is located in west central Minnesota, population 35,884 with persons age 65 and over at 18.4%, and at least 5.52% of the population as Hispanic persons. It is important to continue or duplicate the existing Care Coordination Model. As demonstrated in consumer surveys, the level of customer service and satisfaction is very high. It is also important to maintain the existing Primary Care networks and growing network of dental providers.

Hospitals include Hutchinson Health (HH, integrated the Clinic) with 66 acute care licensed beds, and Glencoe Regional Health Services (GRHS) as a 25-bed Critical Access Hospital and 40-unit independent senior apartment complex. There are approximately 31 primary care physicians and many specialty and urgent care physicians and more on a consultation basis. Three nursing homes operate with a licensed capacity of 284 total long term care beds. There are approximately 22 dentists but few will accept new medical assistance clients. McLeod is working with Children's Dental Services - - providing preventative and dental treatments monthly for the Medical Assistance (MA) population and pregnant women. The majority of MA beneficiaries receive health care in Hutchinson and Glencoe, but some also go to Waconia, Rochester, and the Twin Cities. Autism testing for children is not available anywhere in McLeod County; full developmental disabilities psychological evaluations are not offered at Hutchinson Health to the extent needed. **McLeod County is an Accountable Rural Community Health (ARCH) model in both hospitals, promoting Triple Aim: 1) Improving care outcomes and quality; 2) Reducing health care spending; and 3) Improving population's health.

HH is the major mental health provider, usually at capacity with a 12-bed inpatient mental health unit. McLeod County also has Mobile Crisis Response 7am to midnight with plans to expand, and Telephone Crisis Response 24/7. McLeod County is hiring authority for ten state agency positions assigned to TriStar Assertive Community Treatment (ACT) team through the 18-county SWMN Adult Mental Health Consortium. McLeod County is also a member of the 5-county Pact for Families Children's Mental Health and Family Collaborative.

HH is the primary Chemical Dependency provider for outpatient adult services. All inpatient treatment is referred out of the county to providers including primary provider Brown County Evaluation Center (New Ulm), Project Turnabout (Granite Falls), New Ulm Medical Center, Liberalis (females), Waverly, and Integrations (Hutchinson) who provides outpatient treatment to both adolescents and adults. McLeod has three Rule 25 chemical dependency counselors, interested in early intervention and community-based services.

Public Health goals: Increase annual Well-Care visit rates among adolescents; increase immunizations for adolescents (IMA); increase prenatal and postpartum care; increase chlamydia screening in women; combat obesity (nutrition and activity); reduce Tobacco Use; and ensure a collaboration plan that includes community health improvement plans is developed and utilized at the PH agencies.

McLeod County participates in a three-county general public transportation system called Trailblazer Transit (TT - shared with Sibley and Wright Counties), with a dial-a-ride service with 32 bus schedules (38 total public transit buses) that operate Monday through Friday from 6:30a.m. until 5:30p.m. TT is discontinuing its volunteer driver service at the end of 2018, but SMART-RIDE vans (3 non-public transit vehicles), operated by TT bus drivers, support the public transit system by providing transportation anywhere in the State of Minnesota 24/7. The state-funded "Local Access Plan" will be the primary transportation vehicle for county residents. There are also contracted local Non-Emergency Medical Transportation (NEMT) providers operating in our area for services.

Meeker County:

County Administration:

Agency Name:	Meeker County Social Services
Director's Name:	Paul Bukovich
Address:	114 N Holcombe Ave. Litchfield, MN 55355
Telephone Number	320-693-5300
Procurement Contact Name and Email Address:	Paul Bukovich Paul.Bukovich@co.meeker.mn.us 114 N Holcombe Ave. Litchfield, MN 55355

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number/email address
Social Services	Paul Bukovich	Director	320-693-5301 Paul.Bukovich@co.meeker.mn.us
Health Care Eligibility	LoAnn Shepard	Financial Services Supervisor	320-693-5311 LoAnn.Shepard@co.meeker.mn.us
Public Health	Diane Winter	Public Health Director	320-693-5370 Diane.Winter@co.meeker.mn.us
Mental HealthX Adult	Pat Thomas	Social Services Supervisor	320-693-5313 Pat.Thomas@co.meeker.mn.us
Mental Health □Children	Tina Schenk	Social Services Supervisor	320-693-5340 Tina.Schenk@co.meeker.mn.us
Substance Use Disorder	Pat Thomas	Social Services Supervisor	Pat.Thomas@co.meeker.mn.us
Transportation	LoAnn Shepard	Financial Services Supervisor	320-693-5311 LoAnn.Shepard@co.meeker.mn.us
Other – Please List Fiscal	Marlene Rimmel	Accountant	320-693-5310 Marlene.Rimmel@co.meeker.mn.us

General County Service Delivery and Access

Meeker County has a population of 23,300 and is located in west central Minnesota. Litchfield, located in the center of the county, is the county seat and home to 6,726 residents. Since 2000, Meeker County has had a population growth of 2.51 percent.

Other cities in the county include Dassel, population 1,469 (located on the eastern edge of the county), Grove City, population 635 (in the west end of the county), Cosmos, population 473 (southern edge), Eden Valley, population 1,042 (northern edge), and Watkins, population 962 (northeastern section of the county). Bordering counties include Stearns, Wright, McLeod, Renville, and Kandiyohi.

Within the population, 17.4% are over age 65. Hispanics comprise 3.3% of the population and are well established. There are no other minorities with significant numbers in the county.

In the county, there is Meeker Memorial Hospital (MMH) with 33 licensed beds (25 medical surgical and 8 behavioral health), located in Litchfield. There are 13 primary care physicians and five mid-level providers (nurse practitioners) in the County.

There are six dentists in the Meeker County. Five dentists practice in Litchfield and no dentist in the county will accept new MA clients.

Meeker County has small numbers when measurements of poverty are reviewed. The MFIP caseload is about 59 cases and much lower than the state average. The unemployment rate is 4.1%. Meeker County is ranked 57th in the state for median income. The per capita welfare costs in Meeker County are some of the lowest of the 87 counties in Minnesota.

The majority of MA recipients receive health care in Litchfield. Others go to Willmar, St. Cloud, Hutchinson, and the Twin Cities for care and to see medical specialists. A number of Meeker County residents go to Litchfield for care at either of Affiliated Community Medical Centers East or West Clinics. Specialists do come to the two clinics in Litchfield, as well as to Meeker Memorial Hospital. The major medical vendors in the county receive about 8-10% of their business from MA clients. We find this low percent lessens their interest and willingness to invest time in the development of managed care for the MA population.

Mille Lacs County:

County Administration:

Agency Name:	Mille Lacs County Community and Veterans Services
Director's Name:	Beth Crook
Address:	525 2 nd Street SE, Milaca, MN 56353
Telephone Number	320-983-8208
FAX Number:	320-983-8306
Procurement Contact Name and Email Address:	Beth Crook beth.crook@millelacs.mn.gov

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number/email address
Social Services	Suzanne Lelwica	Assistant Director	320-983-8212 suzanne.lelwica@millelacs.mn.gov
Health Care Eligibility	Beth Sumner	Financial Assistance Supervisor	320-983-8376 beth.sumner@millelacs.mn.gov
Public Health	Kris Klopp	CHS Administrator	320-983-8373 kristine.klopp@millelacs.mn.gov
	Kyann Hamilton	Community Health Supervisor	320-983-8341 kyann.hamilton@millelacs.mn.gov
Mental Health ☑ Adult ☑ Children	Char Kohlgraf	Disability Services Supervisor	320-983-8279 charlotte.kohlgraf@millelacs.mn.gov
Mental Health ☑ Adult ☑ Children	Char Kohlgraf	Disability Services Supervisor	320-983-8279 charlotte.kohlgraf@millelacs.mn.gov
Substance Use Disorder	Char Kohlgraf	Disability Services Supervisor	320-983-8279 charlotte.kohlgraf@millelacs.mn.gov
Transportation	Beth Crook	Director	320-983-8214 beth.crook@millelacs.mn.gov
Other – Please List	Paul Prokosch	Accounting and Child Support Supervisor	320-983-8210 paul.prokosch@millelacs.mn.gov

General County Service Delivery and Access

- Descriptive information about the county that would be of interest to potential Responders.
 - Rural with much distance between towns with any amenities (including food, healthcare products, prescriptions, etc.), which are limited
 - Low median income
 - Large Elderly and growing senior + population
 - Services are often sought across county lines
 - Limited affordable housing coupled with minimum wage jobs—leaves limited resources for other payments, i.e. paying for transportation
 - Limited access to broadband; most health plans are moving toward more internet based services and we have very poor broadband available. This includes the ability to choose primary clinics when a new plan is being assigned to an individual after MA application.
- How are health care services accessed?
 - High use of ER—transportation issues for regular appointments, sometimes wait times for regular appointments and the need/desire to have immediate dx and answers
 - Urgent Care exists, but limited access/hours, no full time minute clinics
 - Services are often sought across county lines
- What issues exist around accessing health care services?
 - Limited providers, i.e. one mental health NP—long wait times for appointments
 - Transportation issues—no/limited scheduled and stops public transportation, no taxi service, no on-demand transportation If Medical Assistance reimbursed “no-load miles” for transportation we could see an increase in transportation providers in the Region. The hardship for drivers is the distances they have to drive to pick an individual up or drop off before and after the appointment.
 - Limited dental providers
 - Public insurance coverage creates limited access to dental providers and medical providers if missed appointments, etc.
 - Limited service hours, no full time minute clinic options
 - Distance to get to provider
 - Reimbursement rates for providers, i.e. dental (Reimbursements to dental providers are too low which causes a major dental care desert for MA recipients.)
 - Need to continue to support, value and reimburse preventative/public health services, i.e. home visiting services, safety seats, oral health initiatives, etc.
- What health care services are currently unavailable?
 - Some specialty service
- What health care services are limited in their availability to the county’s individuals?
 - Some specialty services, limited availability and often wait times for appointments, i.e. dermatology, allergist, pediatric services
 - Dental clinics/providers, orthodontist, pediatric options
 - Psych/mental health
 - Assessment services—mental health, chemical health, diagnostics
 - Challenges are across the age span

Morrison County:

County Administration:

Agency Name:	Morrison County Health and Human Services
Director's Name:	Brad Vold
Address:	213 SE 1st Ave, Little Falls, MN
Telephone Number	320-632-2951
FAX Number:	320-632-0225
Procurement Contact Name and Email Address:	<p>Karen Szczodroski, Financial Assistance Supervisor karens@co.morrison.mn.us 213 SE 1st Ave, Little Falls, MN 56345</p> <p>Cyndi Bachan, Financial Assistance Supervisor cyndib@co.morrison.mn.us 213 SE 1st Ave, Little Falls, MN 56345</p>

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number/ Email Address
Social Services	Brad Vold Katie Knettel Sarah Pratt	Social Services Director Social Services Supervisor Human Services Supervisor	bradv@co.morrison.mn.us katiek@co.morrison.mn.us sarahp@co.morrison.mn.us
Health Care Eligibility	Karen Szczodroski Cyndi Bachan	Financial Assistance Supervisors	karens@co.morrison.mn.us cyndib@co.morrison.mn.us
Public Health	Cindy Nienaber	Nursing Supervisor	cindyn@co.morrison.mn.us
Mental Health × Adult <input type="checkbox"/> Children	Jeff Bowman	Social Services Supervisor	ieffb@co.morrison.mn.us
Mental Health <input type="checkbox"/> Adult × Children	Melanie Erickson	Social Services Supervisor	Melaniee@co.morrison.mn.us
Substance Use Disorder	Jeff Bowman	Social Services Supervisor	ieffb@co.morrison.mn.us
Transportation	Melanie Erickson	Social Services Supervisor	melanie@co.morrison.mn.us

General County Service Delivery and Access

- Morrison County is located in central Minnesota and has a total land area of 2,603 square miles. The county seat is Little Falls, and there are fourteen towns and five school's districts within Morrison County. According to the 2020 census, the population of Morrison County is 34,010. Morrison County's population reflects rural Minnesota's primarily White ethnicity at 97.1%. Residents are significantly older than the statewide average with individuals 65 years and over representing 20% of the population.
- Services are generally accessed through primary care clinics in Little Falls, Pierz, St. Cloud or Little Falls.
- We have resources locally, but we do lack some specialty services which require residents to drive at least 30 miles, and some have not means to get there with a lack of public transportation.
- We only have access to out-patient chemical dependency services with no options close for residential services for those needing a higher level of service.
- There is a lack of psychiatric services, mental health services and in patient CD services.

Mower County:

County Administration:

Agency Name:	Mower County Health and Human Services
Director's Name:	Crystal Peterson
Address:	201 1 st Street NE, Suite 18, Austin, MN 55912
Telephone Number	507-437-9775
FAX Number:	507-437-9721
Procurement Contact Name and Email Address:	Crystal Peterson crystalp@co.mower.mn.us

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number/ Email Address
Social Services	Pam Kellogg	Division Manager	507-437-9793 pamkn@co.mower.mn.us
Health Care Eligibility	Val Kruger	Division Manager	507-437-9739 valk@co.mower.mn.us
Public Health	Pam Kellogg	Division Manager	507-437-9793 pamkn@co.mower.mn.us
Mental Health × Adult <input type="checkbox"/> Children	Lori Wills	Adult/waiver supervisor	507-437-9729 loriw@co.mower.mn.us
Mental Health <input type="checkbox"/> Adult ×Children	Paul Oelfke	Child and Family Supervisor	507-437-9765 paulo@co.mower.mn.us
Substance Use Disorder	Lori Wills	Adult/waiver supervisor	507-437-9729 loriw@co.mower.mn.us
Transportation	Val Kruger	Division Manager	507-437-9739 valk@co.mower.mn.us

General County Service Delivery and Access

Mower County is a rural county located in Southeastern Minnesota, bordered on the east by Fillmore County, on the north by Dodge and Steele Counties, on the west by Freeborn County, and on the south by the State of Iowa. The Mower County Community is made up of an estimated population of 39, 272. The county seat is Austin, Minnesota, with an estimated population of 24, 834. It is estimated that there are over 50 different languages spoken in our schools. Over 50% of the county's school age children qualify for free and reduced lunch.

Mower County has one private not-for-profit hospital and clinic in Austin including primary, secondary, and specialty care services with a "quick" service satellite in a local grocery store. All are part of the Mayo Clinic Health Systems.

Mower County also has 6 area pharmacies that provide health education and certain immunizations to the public.

The local private not-for-profit hospital and clinic in Austin has had challenges recruiting and retraining physicians and psychiatrists and providers change frequently. First time and emergency appointments are difficult to obtain. There is a need for services for persons in need of chemical dependency treatment as there is no inpatient provider in Mower County.

Mower County has several dentists located mostly in the Austin area. These dentists in general do not take on clients with Minnesota Health plan coverage thereby causing a hardship for those citizens to access dental care in a timely and convenient manner. The closes dentist that will take new clients is 40 miles away in Rochester. There are long delays in receiving care as well as transportation issues to get to the appointments.

Transportation to get to medical services in a rural county is limited as providers are scarce and historically health plans have not been proactive in exploring or recruiting providers in rural area of Mower County.

There are home and community based care agencies that serve the population in Mower County. It is becoming more difficult for residents that live in more rural areas to receive access to those home based health care services.

Mower County has an increasing population of residents who have moved to are with limited English proficiency. Over the past several years there have been people from South America, Africa, and South East Asia that have settled in Mower County. Many of these people speak different languages and dialects. All individuals are in need of culturally competent health services and some of the most recent immigrants are in need of interpreter services and health education materials translated into a language that they can understand.

Murray County (Southwest Health & Human Services - Lincoln, Lyon, Murray, Pipestone, Redwood and Rock Counties):

County Administration:

Agency Name:	Southwest Health & Human Services (SWHHS)
Director's Name:	Beth M. Wilms
Address:	607 West Main Street; Suite 100; Marshall, MN 56258
Telephone Number	507-532-1248
FAX Number:	507-537-6088

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number/email address
Social Services	Cindy Nelson	Social Services Division Director	507-532-1260 Cindy.Nelson@swmhhs.com
Health Care Eligibility	Kathy Herding and Jennifer Beek	Financial Assistance Supervisors	507-532-1235 Kathyrn.Herding@swmhhs.com Jennifer.Beek@swmhhs.com
Public Health	Carol Biren	Public Health Division Director	507-532-4136 Carol.Biren@swmhhs.com
Mental Health X Adult <input type="checkbox"/> Children	Stacy Jorgensen	Social Services Supervisor	507-825-8566 Stacy.Jorgensen@swmhhs.com
Mental Health <input type="checkbox"/> Adult X Children	Christine Versaevel	Social Services Supervisor	507-532-1241 Christine.Versaevel@swmhhs.com
Substance Use Disorder	Stacy Jorgensen	Social Services Supervisor (Adults)	507-825-8566 Stacy.Jorgense@swmhhs.com
Transportation	Kathy Herding and Jennifer Beek	Financial Assistance Supervisors	507-532-1235 Kathyrn.Herdin@swmhhs.com Jennifer.Beek@swmhhs.com

General County Service Delivery and Access

Southwest Health and Human Services (SWHHS) is a multi-county human services agency covering a large part of Southwestern Minnesota. SWHHS is a joint powers agency consisting of Lincoln, Lyon, Murray, Pipestone, Rock and Redwood Counties with its administrative headquarters in Marshall, MN. The Governing Board consists of two appointed County Commissioners from each of the member counties and by Minnesota Statute, have responsibility for the development of an affordable system of care for all residents, especially, uninsured and underinsured children, families and adults. The organization has offices in all of the county seats and the offices are open every day to see consumers in all of its locations.

Lincoln County/Ivanhoe Office:

Office Hours: Monday-Friday' 8 AM-4:30 PM

Mailing Address: 319 North Rebecca Street; PO Box 44; Ivanhoe, MN 56142

Phone: 800-657-3781

Fax: 507-694-1859

Lyon County/Marshall Office:

Office Hours: Monday-Friday; 8 AM-4:30 PM

Mailing Address: 607 West Main Street; Suite 100; Marshall, MN 56258

Email:

Phone: 507-532-

Fax: 507-537-6088

Murray County/Slayton Office:

Office Hours: Monday-Friday; 8 AM-4:30 PM

Mailing Address: 3001 Maple Road; Suite 100; Slayton, MN 56172

Phone: 507-836-6144/800-657-3811

Fax: 507-836-8841

Pipestone County/Pipestone Office:

Office Hours: Monday-Friday; 8 AM-4:30 PM

Mailing Address: 1091 North Hiawatha Avenue; Pipestone, MN 56164

Phone: 507-825-5024/888-632-4325

Fax: 507-825-6727

Redwood County/Redwood Falls Office:

Office Hours: Monday-Friday; 8 AM-4:30 PM

Mailing Address: 266 East Bridge Street; Redwood Falls, MN 56283

Phone: 888-234-1292

Fax: 507-637-4046

Rock County/Luverne Office:

Office Hours: Monday-Friday; 8 AM-4:30 PM

Mailing Address: 2 Roundwind Road; Luverne, MN 56156

Phone: 507-283-5066/855-877-3762

Fax: 507-283-5074

Southwest Health and Human Services (SWHHS) provides critical services in its local communities-- one of the most rural parts of Minnesota. SWHHS assists people in need and provides a safety net for the most

vulnerable citizens. Southwest Health and Human Services protects vulnerable populations, expends public funds, is accountable to taxpayers and provides infrastructure and oversight of the private sector expending public funds.

Southwest Health and Human Services provides essential services designed to protect and enhance the health and well-being of its six-county residents, especially its most vulnerable populations. The agency consists of three key departments: Business Services, Social Services and Public Health. Each of these departments play an important role in providing efficient and effective health and human services.

Southwest Health and Human Services provides a wide range of social services including services to adults, children and families, daycare licensing, foster care, chemical abuse/dependency, disability waiver services, mental health, and financial services..

Although rural, its service area is increasingly diverse serving a variety of new immigrant communities and larger communities of color that need the organization's attention from an economic, social, and linguistic point of view.

Travel to providers in this rural area is always a consistent challenge in addition to specialty providers that can serve our small communities. There are shortages of transportation providers and lack of payment for "no load" miles when travel is compensated by the Medicaid program for only one way travel to medical facilities. Additionally, there are limitations of access to dental services in the SW region and this continues to be an ongoing and chronic issue particularly for Medical Assistance populations.

Nicollet County:

County Administration:

Agency Name:	Nicollet County Health and Human Services
Director's Name:	Cassandra Sassenberg
Address:	622 South Front Street, St. Peter, MN 56082
Telephone Number	507.934.8573
FAX Number:	507.934.8522
Procurement Contact Name and Email Address:	Cassandra Sassenberg Cassandra.sassenberg@co.nicollet.mn.us

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number/email address
Social Services	Same as above		
Health Care Eligibility	Tami Simonson	Financial Assistance Supervisor	Tami.simonson@co.nicollet.mn.us 507.386.4532
Public Health	Breanna Allen	Public Health Supervisor	Breanna.allen@co.nicollet.mn.us 507.934.7177
Mental Health <input checked="" type="checkbox"/> Adult <input checked="" type="checkbox"/> Children	Kelsie Mutzke	Adult Mental Health, Chemical Dependency, Adult Protection Supervisor	Kelsie.mutzke@co.nicollet.mn.us 507.934.8549
Mental Health <input checked="" type="checkbox"/> Adult <input checked="" type="checkbox"/> Children	Shannon Helget	Children's Mental Health Supervisor	Shannon.helget@co.nicollet.mn.us 507.386.4510
Substance Use Disorder	Kelsie Mutzke	Adult Mental Health, Chemical Dependency, Adult Protection Supervisor	Kelsie.mutzke@co.nicollet.mn.us 507.934.8549
Transportation	Tami Simonson	Financial Assistance Supervisor	Tami.simonson@co.nicollet.mn.us 507.386.4532
Other – Please List	Jennifer Lammert	Home and Community Based Services Supervisor	Jennifer.lammert@co.nicollet.mn.us 507.934.7222

General County Service Delivery and Access

Nicollet County is located approximately 75 miles south of Minneapolis / St Paul on Highway 169. Two-thirds of the county's population is located in the two largest communities, St. Peter and North Mankato. Nicollet County residents have access to providers within the county borders, but also access provider services in Mankato which is 12 miles from St Peter and across the river from North Mankato.

Nicollet County Health and Human Services provides a wide range of social services including services to adults, children and families, including daycare licensing, foster care licensing, child protection, parenting skills, children's mental health case management, chemical abuse/dependency assessment and case management, adult protection, adult mental health case management, home and community based services, financial services, and public health. We have recently added two community health worker positions.

Issues around accessing health care services include:

- Limited access to providers for youth psychiatry
- No EIDBI providers in our county
- Long wait times for early ASD intervention services (we have had youth on waitlists for 2+ years)
- Long CTSS waitlists
- Limited dental providers that accept MA; getting youth access to a dentist who accepts their insurance is sometimes impossible. They have to be put on a wait list at Open Door and then must be available with very short notice if an appointment opens up
- Public insurance coverage creates limited access to dental providers and medical providers if missed appointments, etc.
- Reimbursement rates for providers, i.e. dental (reimbursements to dental providers are low)
- Transportation barriers for individuals who don't live within the communities of North Mankato and St. Peter
- Transportation access for evening appointments
- Language barriers with limited numbers of interpreters
- Mileage reimbursement process
- Calling to set up rides can equate to lengthy hold time waiting for insurance rep (one staff reported 40 minutes on hold!) to schedule a ride through the insurance company for a medical appt.

Healthcare Services that are limited in their availability include:

- Dental clinics/providers, orthodontist, pediatric options
- Assessment services—neuropsychological evaluations, ASD testing (long wait times) and behavioral support providers for children/families. Neuropsychological and psych testing and assessments for adults are booking out 4-5 months to just be scheduled, then completion, then time to draw up report, then review findings. Sometimes psychiatric providers won't adjust medications without a psychological or neuropsychological assessment.
- DBT groups – credentialing takes a very long time
- SubOxone providers
- Specialty providers for GI, cardiac, neurology – appointments booking months out at a time, greatly affects mental and chemical health care
- PCA – difficulty finding staff
- Youth chemical dependency treatment (must cross county lines for access and transportation is a barrier)
- Culturally diverse providers-most, if not all, are Caucasian or only speak English
- Residential MH treatment for youth (we have a PRTF for males only in St. Peter)

Nobles County:

County Administration:

Agency Name:	Nobles County Community Service Agency
Director's Name:	Stacie Golombiecki
Address:	318 9 th Street Box 189, Worthington MN 56187
Telephone Number	507-295-5213
FAX Number:	507-372-5094
Procurement Contact Name and Email Address:	Stacie Golombiecki, Director sgolombiecki@co.nobles.mn.us 318 9 th Street, Box 189 Worthington MN 56187

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number/ Email Address
Social Services	Darci Goedtk	Adult Services Supervisor Children's Services Supervisor	507-295-5240 dgoedtk@co.nobles.mn.us
	Beth Mahoney		507-295-5219 bmahoney@co.nobles.mn.us
Health Care Eligibility	Tammy Fishel	IM Supervisor	507-295-5226 tfishel@co.nobles.mn.us
Public Health	Michelle Ebbers	CHS Administrator/Public Health Supervisor	507-295-5286 meybers@co.nobles.mn.us
Mental Health XXX Adult Children	Darci Goedtk		
Mental Health Adult XX Children	Beth Mahoney		
Substance Use Disorder	Darci Goedtk		
Transportation	Tammy Fishel		

General County Service Delivery and Access

Nobles County is a very rural, very diverse community. Recent information indicates up to 72 different languages and dialects spoken within the county's main employer – a JBS pork processing plant and the local school districts. According to the MN data portal, Nobles County ranks higher than the state average in many areas including: people living in poverty, people without health insurance, premature births, and teen pregnancy. A lack of adequate housing appears to cause many issues as well. Transportation and access to dental services are also identified as high needs.

Primary medical providers located in Nobles County are Sanford Health and Avera Health who provide basic health care services and emergency services. Health care is accessed primarily through help from medical staff, family, friends, church groups, interpreters, health care navigators/ health coaches, public health nurses, and case managers. People utilize independent vehicles, walking, volunteer driver services, taxi and medical transportation to get to services. Transportation options are a barrier for persons often, especially when they need to seek out of county care. Often a lack of financial resources, transportation, and/or health literacy in an understood language prevents persons from accessing care.

Language and a lack of information in languages other than English also present a barrier for persons needing services. Health literacy is a high priority for our county, highlighted by the need to have information provided in many different languages and through varying methods.

Mental Health services, or rather a lack there of, are also a barrier to persons who need services. For persons needing stabilization in a mental health crisis facility the closest facility is 60+ miles away and often does not have beds available which forces individuals needing this service to often access it several hours from their homes and informal supports. Worse yet, some individuals end up in inappropriate settings such as jails in order to protect their own safety.

The gaps in available services are most predominantly access to dental care for persons on public assistance, access to psychiatry and other mental health services, lack of adolescent and adult MH crisis placements and CD services for adolescents and adults.

Norman County:**County Administration:**

Agency Name	Norman County Social Services
Director's Name	Nancy Rhen nancy.rhen@co.norman.mn.us
Address	15 2 nd Ave E, Ada, MN 56510
Telephone Number	218-784-5400
FAX Number	218-784-7142

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number/email address
Social Services	Nancy Rhen	Director	218-784-5400/ nancy.rhen@co.norman.mn.us
Health Care Eligibility	Peggy Nord	IM Supervisor	218-784-5400/ peggy.nord@co.norman.mn.us
Public Health	Sarah Kjono	PH Director	218-784-5434/ sarak.kjono@co.norman.mn.us
Mental Health X Adult X Children	Nancy Rhen	Director	218-784-5400/ nancy.rhen@co.norman.mn.us
Substance Use Disorder	Nancy Rhen	Director	218-784-5400/ nancy.rhen@co.norman.mn.us
Transportation	Peggy Nord	IM Supervisor	218-784-5400/ peggy.nord@co.norman.mn.us

General County Service Delivery and Access:

The 2018 County Health Rankings which were released rank Norman County 78th out of 87 counties for Overall Health Outcomes. Most notably, Norman County's Quality of Life rating is ranked 80 out of 87 counties. Norman County ranks 71st out of 87 counties in health related behaviors with both adult obesity and physical inactivity being higher than the statewide average. This is due most likely to the lack of access to exercise opportunities in the area with Norman County being over 50% below the state average in this category.

There are few differences in access barriers between our families and senior populations. It is notable however that the percentage of children living in poverty is over the statewide average. For our F&C populations policies restricting payment for transportation services create additional barriers in that while they may have access to a vehicle, their vehicles are often unreliable; have no insurance; or have an inability to afford gas to get to medical appointments or access services that potentially increase both chronic disease prevention and overall quality of life. Chemical dependency is also a factor affecting this specific population.

While our one critical access hospital and public health department work to fill the gaps locally, most of our providers are located in surrounding communities. These factors combined reduce the likelihood of chronic disease prevention and management. It is further exacerbated by the lack of transportation in the area. There are limited public transportation options/hours of operation and only two specialty providers for medical transportation. One of the current providers is currently at risk of no longer being sustainable due to the reimbursement rates and issues specific to rural regions due to policies on no-load miles. The closest medical care, specialty care and access to exercise/health foods is at minimum 30 miles one way with many of the services being over 60 miles. For specialty care, the distance can be at minimum three hours one way.

Olmsted County

County Administration:

Agency Name:	Olmsted County Health, Housing and Human Services
Director's Name:	Travis Gransee
Address:	151 4 th Street SE, Rochester, MN 55904-3711
Telephone Number	507-328-6400
Procurement Contact Name and Email Address:	Corrine Erickson erickson.corrine@co.olmsted.mn.us

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number/email address
Social Services	Sarah Oachs	Division Administrator, HHH	oachs.sarah@co.olmsted.mn.us
Health Care Eligibility	Corrine Erickson	Family Support and Assistance Director	erickson.corrine@co.olmsted.mn.us
Public Health	Michael Melius or Denise Daniels	Associate Directors of Public Health	melius.michael@co.olmsted.mn.us daniels.denise@co.olmsted.mn.us
Mental Health <input checked="" type="checkbox"/> Adult <input type="checkbox"/> Children	Amy Thompson	Adult and Family Director	thompson.amy@co.olmsted.mn.us
Mental Health <input type="checkbox"/> Adult <input checked="" type="checkbox"/> Children	Amy Rauchwarter	Child and Family Director	rauchwarter.amy@co.olmsted.mn.us
Substance Use Disorder	Amy Thompson	Adult and Family Director	thompson.amy@co.olmsted.mn.us
Transportation	Corrine Erickson	Family Support and Assistance Director	erickson.corrine@co.olmsted.mn.us

General County Service Delivery and Access

Olmsted County is the seventh largest county in the state of Minnesota with eight cities (Rochester being the largest), 18 townships, and approximately 162,850 residents. The county is governed by seven individuals elected to serve on the Olmsted County Board of Commissioners, and county services are supported by nearly 1,300 Olmsted County government employees working to provide the foundation of a vibrant community. For more information, visit www.olmstedcounty.gov. Several geographic and economic factors cause Olmsted County to serve as a regional hub for services in Southeastern Minnesota. Olmsted County, and specifically Rochester, are the most populated places in Southeastern Minnesota. Because the Mayo Clinic is located in Rochester, people from all over the world come here to seek medical care. In our provision of human services, we pay particular attention to equity and equality. We have integrated our human services systems to help better serve our people and families. For example, our local Public Health authority and housing redevelopment authority (HRA) are imbedded within our overall umbrella of Health, Housing and Human Services.

- Olmsted County is home to two major health care providers, Mayo Clinic, with its associated hospitals/clinics and Olmsted Medical Center with its associated hospital/clinics. Both draw in patients from across the county and regionally.
- Transportation can be an access issue for MA participants accessing health care, especially for those who live in the more rural areas of the county (Byron, Stewartville, Chatfield, Dover/Eyota) or those requiring travel to specialty care in the Twin Cities/Metro area.
- We know that housing impacts health, and there is an extreme shortage of affordable housing in our area.
- While we have a number of home care agencies in our area, staffing is becoming extremely challenging. We are also seeing staffing shortages in residential provider settings as well.
- All outpatient psychiatry is very limited in availability
- Dental care for MA recipients is very limited in availability.
- While we have a number of PCA agencies, most MA recipients have to self-identify a friend or family member to become their PCA. Agencies do not have unassigned PCA hours available to assist unaccompanied seniors (staffing shortage)

Otter Tail County:

County Administration:

Agency Name:	Otter Tail County Human Services
Director's Name:	Deb Sjostrom
Address:	530 Fir Ave W, Fergus Falls, MN 56537
Telephone Number	218-998-8185
FAX Number:	218-998-8213

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number/email address
Social Services	Deb Sjostrom	Director	218-998-8185 dsjostro@co.ottertail.mn.us
Health Care Eligibility	Stacy Shebeck	Financial Assistance Supervisor	218-998-8239 sshebeck@co.ottertail.mn.us
Public Health	Jody Lien	Director	218-998-8338 jlien@co.ottertail.mn.us
Mental Health <input checked="" type="checkbox"/> Adult <input checked="" type="checkbox"/> Children	Margaret Williams	Social Services Supervisor	218-998-8170 mwilliam@co.ottertail.mn.us
Substance Use Disorder	Margaret Williams	Social Services Supervisor	218-998-8170 mwilliam@co.ottertail.mn.us
Transportation	Stacy Shebeck	Financial Services Supervisor	218-998-8239 sshebeck@co.ottertail.mn.us
Other – please list Fiscal	Diane Aschnewitz	Fiscal Supervisor	218-998-8157 daschnew@co.ottertail.mn.us

General County Service Delivery and Access:

Otter Tail County's residents have access to health care services in 7 of the 8 communities that have a school district and/or employment centers of the counties. The smaller communities often have a single provider for dental, vision, pharmacy, and chiropractic services. It is critical that provider agreements are made available to these providers to avoid loss of the service in a community and subsequent additional transportation barriers that could arise. The community of Pelican Rapids is ethnically diverse and services need to be able to meet the cultural needs of the community. Other communities in the county are becoming more diverse.

People primarily access services with a primary care clinic closest to where they live. Primary care and hospital services may be accessed within Otter Tail County and the neighboring counties of Becker, Clay, Douglas, Grant, Wadena, or Wilkin. Tertiary care and specialty services are accessed in Fargo, N.D., St. Cloud, Minneapolis/St. Paul, or Rochester. Primary Care Medical Services primary networks are Essentia, Lake Region Healthcare, Sanford, and Tri-County Health Care. Dental, chiropractic, behavioral health, and vision care is provided by independent practitioners. Apple Tree Dental Clinic is a safety net provider for those on MA. Fergus Falls is a regional center for access to state operated services for dental care, chemical addiction, and behavioral health hospitalization. Behavioral health services are available through Lakeland Mental Health Center and Lutheran Social Service, Solutions, Thrive Behavioral Health and other independent providers.

Issues that exist around health care services include:

- Language barriers which require the use of telephonic interpreter service for as many as twelve languages.
- Transportation barriers for people that may not need special medical transport but do require assistance getting from the house to the source of transportation. Also, providers are unable to be reimbursed for the miles when there isn't a recipient of service in the vehicle. This can be an additional barrier for specialty care and hospitalization.
- Accessing services for behavioral health, specifically not crisis, and dental care, can have long wait periods for appointments.
- Need to ensure current providers of services will be a part of any Health Plan's network in order to have continuity of care.
- The need to maintain access to pharmacy services within communities with a clinic is critical. These providers support the community in ways "mail order" pharmacies do not. They are there for immediate filling of new prescriptions as well.
- Urgent care services and community paramedic services need to be a part of the network and reimbursement rates at a level to sustain the service.
- Public Health is working with providers to increase access to behavioral therapy to address issues related to obesity, tobacco use, per-diabetes and mental well-being. Reimbursements rates for these services need to be at a level to sustain the service.
- Age-appropriate immunizations are an ongoing issue as new vaccines are made available.

Pennington County:

County Administration:

Agency Name	Pennington County Human Services
Director's Name	Julie Sjostrand
Address	318 Knight Ave. North, PO Box 340, Thief River Falls, MN 56701
Telephone Number	(218) 681-2880 x227
FAX Number	(218) 683-7013

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number/email address
Social Services	Julie Sjostrand	Director	218-681-2880 x227 jasjostrand@co.pennington.mn.us
Health Care Eligibility	Tammy Johnson	Financial Assistance Supervisor	218-681-2880 x235 tmjohnson@co.pennington.mn.us
Public Health	Anita Cardinal	Public Health/Home Care Director	218-681-0876 abcardinal@co.pennington.mn.us
Mental Health × Adult × Children	Elizabeth Gerhart	Director	218-681-2880 x227 elgerhart@co.pennington.mn.us
Substance Use Disorder	Julie Sjostrand	Director	218-681-2880 x227 jasjostrand@co.pennington.mn.us
Transportation	Tammy Johnson	Financial Assistance Supervisor	218-681-2880 x235 tmjohnson@co.pennington.mn.us

General County Service Delivery and Access:

Pennington County is in Northwest Minnesota and is bordered by Marshall, Beltrami, Red Lake, Clearwater and Polk counties. According to more recent data the county's population is 13,930. This breaks down to 5,836 households residing within the county. The population (by age) breaks down as follows; 18 and under (30%) while 70% of the population is over the age of 18. The estimated 2016 county median household income was \$51,156 and 8.72% of the county's population is below the poverty line. Based upon available information, the county racial makeup is primarily comprised of 91.2% white, 3.3% Hispanic, 1.46% Native American, 1.51% Black or African American and the remainder consisting of Asian, Pacific Islander or other races.

Health care is accessible in Pennington County. Where services are not locally available, or specialty services are needed, consumers need to travel regionally (Grand Forks, Fargo) and further (Minneapolis/St. Paul, Rochester). Pennington County's primary medical provider is Sanford Health, Thief River Falls.

Four dental practices are located in the immediate Thief River Falls community. Local dental access remains the largest health care gap for MA FFS and MCO members. In many circumstances MA/MCO patients must travel out of the area for dental care.

Behavioral health and chemical dependency (CD) services are available in the county. Sanford Health offers a 14 bed acute care inpatient hospital as well as comprehensive outpatient psychiatric and psychology and IRTS level services. CD services including assessment and outpatient programming are available (limited) within the county. Detox and residential CD programming are not available locally and must be accessed outside of Pennington County. Pennington County is also a member of the NW 8 Adult Mental Health Initiative (AMHI). The AMHI focuses on program development and ensuring the mental health safety net for the region.

Pennington County also provides behavioral health services for children and their families. Sanford Health, Thief River Falls is the provider for children's outpatient therapy, psychiatry and Pathfinders Children's Treatment Center, a residential mental health service program. Intensive In-Home services are provided by Northwestern Mental Health Center, Crookston, MN.

Public health and Home Care services are available in Pennington County through Inter-County Nursing Services. Public Health provides the six essential public health activities defined by Minnesota Statute.

As described earlier, dental care remains the most significant health service that is unable to address all MA/MCO participants, locally. This limitation also provides transportation/travel issues for some participants who must travel long distances for this service and where transportation options are also limited.

Chemical dependency detox is also a significant service gap. With the nearest detox facility located about 2 hours away, individuals are leaning heavier on the local hospital's Emergency Department to address immediate detox needs.

Transportation services, although available, are also limited in scope and MA/Managed Care enrollees could benefit from additional resources.

Pine County:

County Administration:

Agency Name:	Pine County Health and Human Services
Director's Name:	Becky Foss
Address:	315 Main Street South, Ste. 200; Pine City, MN 55063
Telephone Number	(320) 216-4104
FAX Number:	(320) 591-1601

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number/ Email address
Social Services	Barbara Schmidt Bethany Jarvis Patrick Meacham	Social Services Supervisors (all)	(320) 216-4106 (320) 591-1582 (320) 216-4119
Health Care Eligibility	Peggy Brackenbury	Financial Assistance Supervisor II	(320) 216-4107
Public Health	Samantha Lo	Community Health Services Administrator	(320) 216-4109
Mental Health Adult ■ Children	Barbara Schmidt	Social Services Supervisor	(320) 216-4106 Barbara.schmidt@co.pine.mn.us
Substance Use Disorder	Barbara Schmidt	Same as above	Same as above
Transportation	Becky Foss, but FYI- Transportation services are contracted out for NEMT to MTM; Social services transportation is contracted out to Arrowhead	Director	320-216-4104

General County Service Delivery and Access:

Pine County is a small, rural county, yet is geographically large. Pine County has health care services provided to its community members via a variety of health systems, including the First Light Health Systems, Essentia, Fairview, and Gateway Clinic. There are very limited dental providers that are available to individuals on medical assistance. Transportation is also a barrier that exists to accessing health care services.

Enrollees access health care via applying for it. We encourage interested individuals to reach out to Lakes and Pines Community Action Council, as they often assist with the enrollment process. As noted above, transportation is often a barrier to accessing health care. There are also very, very few dental providers who accept medical assistance. Enrollees often must travel a long distance to meet their dental needs. Family members, or those who are trusted by the enrollee, are often providing care to individuals.

Pipestone County (Southwest Health & Human Services - Lincoln, Lyon, Murray, Pipestone, Redwood and Rock Counties):

County Administration:

Agency Name:	Southwest Health & Human Services (SWHHS)
Director's Name:	Beth M. Wilms
Address:	607 West Main Street; Suite 100; Marshall, MN 56258
Telephone Number	507-532-1248
FAX Number:	507-537-6088

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number/email address
Social Services	Cindy Nelson	Social Services Division Director	507-532-1260 Cindy.Nelson@swmhhs.com
Health Care Eligibility	Kathy Herding and Jennifer Beek	Financial Assistance Supervisors	507-532-1235 Kathyrn.Herding@swmhhs.com Jennifer.Beek@swmhhs.com
Public Health	Carol Biren	Public Health Division Director	507-532-4136 Carol.Biren@swmhhs.com
Mental Health X Adult <input type="checkbox"/> Children	Stacy Jorgensen	Social Services Supervisor	507-825-8566 Stacy.Jorgensen@swmhhs.com
Mental Health <input type="checkbox"/> Adult X Children	Christine Versaevel	Social Services Supervisor	507-532-1241 Christine.Versaevel@swmhhs.com
Substance Use Disorder	Stacy Jorgensen	Social Services Supervisor (Adults)	507-825-8566 Stacy.Jorgense@swmhhs.com
Transportation	Kathy Herding and Jennifer Beek	Financial Assistance Supervisors	507-532-1235 Kathyrn.Herdin@swmhhs.com Jennifer.Beek@swmhhs.com

General County Service Delivery and Access

Southwest Health and Human Services (SWHHS) is a multi-county human services agency covering a large part of Southwestern Minnesota. SWHHS is a joint powers agency consisting of Lincoln, Lyon, Murray, Pipestone, Rock and Redwood Counties with its administrative headquarters in Marshall, MN. The Governing Board consists of two appointed County Commissioners from each of the member counties and by Minnesota Statute, have responsibility for the development of an affordable system of care for all residents, especially, uninsured and underinsured children, families and adults. The organization has offices in all of the county seats and the offices are open every day to see consumers in all of its locations.

Lincoln County/Ivanhoe Office:

Office Hours: Monday-Friday' 8 AM-4:30 PM

Mailing Address: 319 North Rebecca Street; PO Box 44; Ivanhoe, MN 56142

Phone: 800-657-3781

Fax: 507-694-1859

Lyon County/Marshall Office:

Office Hours: Monday-Friday; 8 AM-4:30 PM

Mailing Address: 607 West Main Street; Suite 100; Marshall, MN 56258

Email:

Phone: 507-532-

Fax: 507-537-6088

Murray County/Slayton Office:

Office Hours: Monday-Friday; 8 AM-4:30 PM

Mailing Address: 3001 Maple Road; Suite 100; Slayton, MN 56172

Phone: 507-836-6144/800-657-3811

Fax: 507-836-8841

Pipestone County/Pipestone Office:

Office Hours: Monday-Friday; 8 AM-4:30 PM

Mailing Address: 1091 North Hiawatha Avenue; Pipestone, MN 56164

Phone: 507-825-5024/888-632-4325

Fax: 507-825-6727

Redwood County/Redwood Falls Office:

Office Hours: Monday-Friday; 8 AM-4:30 PM

Mailing Address: 266 East Bridge Street; Redwood Falls, MN 56283

Phone: 888-234-1292

Fax: 507-637-4046

Rock County/Luverne Office:

Office Hours: Monday-Friday; 8 AM-4:30 PM

Mailing Address: 2 Roundwind Road; Luverne, MN 56156

Phone: 507-283-5066/855-877-3762

Fax: 507-283-5074

Southwest Health and Human Services (SWHHS) provides critical services in its local communities-- one of the most rural parts of Minnesota. SWHHS assists people in need and provides a safety net for the most

vulnerable citizens. Southwest Health and Human Services protects vulnerable populations, expends public funds, is accountable to taxpayers and provides infrastructure and oversight of the private sector expending public funds.

Southwest Health and Human Services provides essential services designed to protect and enhance the health and well-being of its six-county residents, especially its most vulnerable populations. The agency consists of three key departments: Business Services, Social Services and Public Health. Each of these departments play an important role in providing efficient and effective health and human services.

Southwest Health and Human Services provides a wide range of social services including services to adults, children and families, daycare licensing, foster care, chemical abuse/dependency, disability waiver services, mental health, and financial services..

Although rural, its service area is increasingly diverse serving a variety of new immigrant communities and larger communities of color that need the organization's attention from an economic, social, and linguistic point of view.

Travel to providers in this rural area is always a consistent challenge in addition to specialty providers that can serve our small communities. There are shortages of transportation providers and lack of payment for "no load" miles when travel is compensated by the Medicaid program for only one way travel to medical facilities. Additionally, there are limitations of access to dental services in the SW region and this continues to be an ongoing and chronic issue particularly for Medical Assistance populations.

Polk County:

County Administration:

Agency Name:	Polk County
Director's Name:	Karen Warmack karen.warmack@co.polk.mn.us
Address:	612 N Broadway, Crookston, MN 56716
Telephone Number	218-281-3127
FAX Number:	218-281-3808

County Agency Contacts:

		Title	Telephone Number/ email address
Social Services	Karen Warmack	Director	218-281-3127 karen.warmack@co.polk.mn.us
Health Care Eligibility	LeAnn Holte	Supervisor	218-470-8459 LeAnn.Holte@co.polk.mn.us
Public Health	Sarah Reese Kathy Girdler Jill Sonstelie	Director Lead Coordinator PHN	218-281-3385 Sarah.Reese@co.polk.mn.us Kathy.girdler@co.polk.mn.us Jill.sonstelie@co.polk.mn.us
Mental Health X Adult <input type="checkbox"/> Children	Karen Warmack	Director	218-281-3127 karen.warmack@co.polk.mn.us
Mental Health <input type="checkbox"/> Adult X Children	Karen Warmack	Director	218-281-3127 karen.warmack@co.polk.mn.us
Substance Use Disorder	Karen Warmack	Director	218-281-3127 karen.warmack@co.polk.mn.us
Transportation	LeAnn Holte	Supervisor	218-470-8459 LeAnn.Holte@co.polk.mn.us

General County Service Delivery and Access:

Acute care and related health care services for Polk County revolves around 3 areas of provider concentration serving the east, central and western parts of the county.

The eastern portion of the county is served by Essentia Health of Fosston, a critical access hospital, nursing home, assisted living, and home care programs with an associated medical clinic at Fosston and one at Oklee. Referrals from the Fosston area are primarily to Sanford Hospital in Bemidji, 35 miles to the southeast. Some patients directly seek primary care in Bemidji. One physician group in Fosston is an affiliate of the Essentia Clinic of Fargo, ND; some specialist care referrals access the clinic and hospital in Fargo. Primary care physicians staff the Essentia Clinic, in Fosston.

Central Polk County is served through the Riverview Healthcare Association in Crookston, the county seat. Riverview Healthcare Association includes a critical access hospital, outpatient CD, memory care unit, clinic, assisted living, home care program, and associated medical clinics. The central Polk area is also served by Altru-Crookston Clinic with primary care physicians, MD specialists, podiatrists and mid-level practitioners. With the Altru-Crookston Clinic being a satellite of the Altru Health System in Grand Forks, most referrals are to the Altru Hospital. In addition to clinics in Crookston, RiverView Health and Altru physicians and practitioners also maintain satellite clinics at Fertile, Red Lake Falls East Grand Forks, and Erskine to serve those communities.

East Grand Forks and the western portion of the county receives both primary and specialized care services from the major health care provider in the region, the Altru Hospital/Clinic across the river in Grand Forks, ND. In addition, Sanford and RiverView Health operate a clinic in the East Grand Forks community. These clinics have primary care physicians, specialists and mid-level practitioners.

Fertile, in south central Polk County, has a nursing home, and an Altru-Crookston satellite clinic and a Riverview satellite clinic. Erskine, located in the lakes' area of central Polk County also, has an Altru satellite clinic. In addition to these service locations, some Polk residents seek primary care services in Warren, Thief River Falls, Red Lake Falls and Ada, and nearby cities with trade areas including parts of Polk County.

Other health care providers such as dentists, chiropractors, optometrists and pharmacists, generally, practice alone or in small group practices throughout the county. Major concentrations of these professionals, however, are in Fosston, Crookston, East Grand Forks, and Grand Forks (ND). Six ambulance services are licensed to serve residents, and three are located within county borders.

The major provider of outpatient mental health services in the region is Northwestern Mental Health Center located in Crookston, with satellite clinics and services throughout northwestern Minnesota. Altru in Grand Forks provides inpatient treatment. Sanford - Thief River Falls provides inpatient treatment and a full range of mental health services. Essentia Health in Fosston provides children's mental health services with a Licensed Child Psychologist on staff.

Polk County enjoys good working relationships with the various health and human service providers. Examples of strong partnerships include: Polk County Social Services and Polk County Public Health team approach to Long-Term Care assessments and case management services, the Polk County Family Services Collaborative, the Polk County Wellness Coalition (chronic disease prevention and ATOD prevention), PC Towards Zero Deaths Coalition, and PC Breastfeeding Coalition. Notably, in Polk County, Public Health provides Sexual Health Services such as annual gynecological exams, pregnancy tests, full range of contraceptives, diagnosis and treatment of sexually transmitted infections/diseases, counseling and education, and school/community education.

Pope County: Western Prairie Human Services (Grant and Pope Counties):

County Administration:

Agency Name:	Western Prairie Human Services (Formerly Grant and Pope Counties)
Director's Name:	Stacy Hennen
Address:	211 East Minnesota Avenue, Glenwood, MN 56334
Telephone Number	320-634-7755
FAX Number:	320-634-0164
Procurement Contact Name and Email Address:	Stacy Hennen Stacy.hennen@westernprairiemn.us

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number/email address
Social Services	Stacy Hennen	Director	Stacy.hennen@westernprairiemn.us 218-685-8201
Health Care Eligibility	Kim Gullickson	Eligibility Supervisor	Kim.gullickson@westernprairiemn.us 218-685-8200
Public Health	Ann Stehn	Horizon Public Health Director	anns@horizonph.org
Mental Health x Adult x Children	Ben Schulz	Social Services Supervisor	Ben.schulz@westernprairiemn.us 218-685-8200
Mental Health ☑ Adult ☑ Children			
Substance Use Disorder	Ben Schulz	Social Services Supervisor	Ben.schulz@westernprairiemn.us 218-685-8200
Transportation	Crystal Zaviska	Eligibility Supervisor	Crystal.zaviska@westernprairiemn.us 320-634-7755
Other – Please List	Kari Rude	Deputy Director	Kari.rude@westernprairiemn.us 218-685-8200

General County Service Delivery and Access

Western Prairie Human Services (WPHS) is a newly formed joint powers entity that is comprised of Grant County Social Services and Pope County Human Services. We are a rural area that often has 15-20 miles between towns and our total service area would take 90 minutes to drive across. We are comprised of smaller towns, with even the county seats being under 3,000 people. Combined we are under 20,000 citizens and struggle to maintain local services. We are a combination of lakes and farming communities with Grant County being primarily farming and lower income than Pope County which has more lakeshore and less farming.

WPHS has a high population per capital of elderly and has limited housing availability. Most often mental health, chemical dependency, home health care, and other services are sought across county lines. Both have small, rural hospitals and clinics located in the county and specialty medical services are generally sought outside of the county. There is limited access to Broadband in certain parts of our service area and limited transportation in terms of both fixed routes between towns and access to volunteer drivers for people who need a ride to medical appointments. There is no taxi service in our service area.

We struggle with dental providers, particularly those that will accept MA's rates. While both counties have clinics, none have after hours options besides the emergency room, making that the option people choose after hours because they do not have adequate transportation options. Our home health care providers are in short supply and there is often a waiting list for services. There is one mental health center in one of the counties and it has limited hours and limited services.

Red Lake County:

County Administration:

Agency Name:	Red Lake County Social Service Center
Director's Name:	Kristi Nelson
Address:	121 Edward Ave; Red Lake Falls, MN 56750
Telephone Number	218-253-4131
FAX Number:	218-253-2926

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number/email address
Social Services	Kristi Nelson	Director	218-253-4131/ kbnelson@mail.co.red-lake.mn.us
Health Care Eligibility	Peggy Nord	IM Supervisor	218-253-4131/ pmnord@mail.co.red-lake.mn.us
Public Health	Anita Cardinal	PH Director	218-681-0876
Mental Health X Adult X Children	Kristi Nelson	Director	218-253-4131/ kbnelson@mail.co.red-lake.mn.us
Substance Use Disorder	Kristi Nelson	Director	218-253-4131/ kbnelson@mail.co.red-lake.mn.us
Transportation	Peggy Nord	IM Supervisor	218-253-4131/ pmnord@mail.co.red-lake.mn.us

General County Service Delivery and Access:

The 2018 County Health Rankings which were released rank Red Lake County 81st out of 87 counties in clinical care which includes such areas as access to available primary care physicians, dentists and mental health providers. Red Lake County has three satellite clinics within its boundaries. These satellite clinics provide minimal care and have few to no MDs on site with one site having limited hours of operation. Red Lake County has one dental provider that to our knowledge is not accepting new MA clients. Residents are left with few local choices and lack access to most basic medical care and all specialty medical care. All specialty medical care is through providers located in surrounding communities.

Red Lake County ranks 68th out of 87 counties in health related behaviors with both adult obesity and physical inactivity being higher than the statewide average. This is due most likely to the lack of access to exercise opportunities in the area with Red Lake County being over 20% below the state average in this category. Access to healthy fresh food is also limited at the local level due to the loss of grocers and or/reduced hours and the lack of fresh fruits and vegetables that are available at the two available locations within the county.

These factors combined reduce the likelihood of chronic disease prevention and management. It is further exacerbated by the lack of transportation in the area. There are limited public transportation options/hours of operation and only two specialty providers for medical transportation. One of the current providers is currently at risk of no longer being sustainable due to the reimbursement rates and issues specific to rural regions due to policies on no-load miles. The closest medical care, specialty care and access to exercise/health foods is at minimum 30 miles one way with many of the services being over 60 miles. For specialty care, the distance can be at minimum three hours one way.

There are few differences in access barriers between our families and senior populations. Recruitment and retention across the board is a barrier to creating and sustaining additional services and/or maintaining current services.

Redwood County (Southwest Health & Human Services - Lincoln, Lyon, Murray, Pipestone, Redwood and Rock Counties):

County Administration:

Agency Name:	Southwest Health & Human Services (SWHHS)
Director's Name:	Beth M. Wilms
Address:	607 West Main Street; Suite 100; Marshall, MN 56258
Telephone Number	507-532-1248
FAX Number:	507-537-6088

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number/email address
Social Services	Cindy Nelson	Social Services Division Director	507-532-1260 Cindy.Nelson@swmhhs.com
Health Care Eligibility	Kathy Herding and Jennifer Beek	Financial Assistance Supervisors	507-532-1235 Kathyrn.Herding@swmhhs.com Jennifer.Beek@swmhhs.com
Public Health	Carol Biren	Public Health Division Director	507-532-4136 Carol.Biren@swmhhs.com
Mental Health X Adult <input type="checkbox"/> Children	Stacy Jorgensen	Social Services Supervisor	507-825-8566 Stacy.Jorgensen@swmhhs.com
Mental Health <input type="checkbox"/> Adult X Children	Christine Versaevel	Social Services Supervisor	507-532-1241 Christine.Versaevel@swmhhs.com
Substance Use Disorder	Stacy Jorgensen	Social Services Supervisor (Adults)	507-825-8566 Stacy.Jorgense@swmhhs.com
Transportation	Kathy Herding and Jennifer Beek	Financial Assistance Supervisors	507-532-1235 Kathyrn.Herdin@swmhhs.com Jennifer.Beek@swmhhs.com

General County Service Delivery and Access

Southwest Health and Human Services (SWHHS) is a multi-county human services agency covering a large part of Southwestern Minnesota. SWHHS is a joint powers agency consisting of Lincoln, Lyon, Murray, Pipestone, Rock and Redwood Counties with its administrative headquarters in Marshall, MN. The Governing Board consists of two appointed County Commissioners from each of the member counties and by Minnesota Statute, have responsibility for the development of an affordable system of care for all residents, especially, uninsured and underinsured children, families and adults. The organization has offices in all of the county seats and the offices are open every day to see consumers in all of its locations.

Lincoln County/Ivanhoe Office:

Office Hours: Monday-Friday' 8 AM-4:30 PM

Mailing Address: 319 North Rebecca Street; PO Box 44; Ivanhoe, MN 56142

Phone: 800-657-3781

Fax: 507-694-1859

Lyon County/Marshall Office:

Office Hours: Monday-Friday; 8 AM-4:30 PM

Mailing Address: 607 West Main Street; Suite 100; Marshall, MN 56258

Email:

Phone: 507-532-

Fax: 507-537-6088

Murray County/Slayton Office:

Office Hours: Monday-Friday; 8 AM-4:30 PM

Mailing Address: 3001 Maple Road; Suite 100; Slayton, MN 56172

Phone: 507-836-6144/800-657-3811

Fax: 507-836-8841

Pipestone County/Pipestone Office:

Office Hours: Monday-Friday; 8 AM-4:30 PM

Mailing Address: 1091 North Hiawatha Avenue; Pipestone, MN 56164

Phone: 507-825-5024/888-632-4325

Fax: 507-825-6727

Redwood County/Redwood Falls Office:

Office Hours: Monday-Friday; 8 AM-4:30 PM

Mailing Address: 266 East Bridge Street; Redwood Falls, MN 56283

Phone: 888-234-1292

Fax: 507-637-4046

Rock County/Luverne Office:

Office Hours: Monday-Friday; 8 AM-4:30 PM

Mailing Address: 2 Roundwind Road; Luverne, MN 56156

Phone: 507-283-5066/855-877-3762

Fax: 507-283-5074

Southwest Health and Human Services (SWHHS) provides critical services in its local communities-- one of the most rural parts of Minnesota. SWHHS assists people in need and provides a safety net for the most

vulnerable citizens. Southwest Health and Human Services protects vulnerable populations, expends public funds, is accountable to taxpayers and provides infrastructure and oversight of the private sector expending public funds.

Southwest Health and Human Services provides essential services designed to protect and enhance the health and well-being of its six-county residents, especially its most vulnerable populations. The agency consists of three key departments: Business Services, Social Services and Public Health. Each of these departments play an important role in providing efficient and effective health and human services.

Southwest Health and Human Services provides a wide range of social services including services to adults, children and families, daycare licensing, foster care, chemical abuse/dependency, disability waiver services, mental health, and financial services..

Although rural, its service area is increasingly diverse serving a variety of new immigrant communities and larger communities of color that need the organization's attention from an economic, social, and linguistic point of view.

Travel to providers in this rural area is always a consistent challenge in addition to specialty providers that can serve our small communities. There are shortages of transportation providers and lack of payment for "no load" miles when travel is compensated by the Medicaid program for only one way travel to medical facilities. Additionally, there are limitations of access to dental services in the SW region and this continues to be an ongoing and chronic issue particularly for Medical Assistance populations.

Renville County

County Administration:

Agency Name:	Renville County Human Services
Director's Name:	Cindy Grosklags
Address:	105 S 5 th St Suite 203H Olivia MN 56277
Telephone Number	320-523-2202
FAX Number:	320-523-3565
Procurement Contact Name and Email Address:	Cindy Grosklags CindyG@renvillecountymn.com

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number/email address
Social Services	Renea Weigel	Social Service Supervisor	320-523-3518 ReneaW@renvillecountymn.com
Health Care Eligibility	Jill Pelzel	Income Maintenance Supervisor	320-523-3521 JillP@renvillecountymn.com
Public Health	Sara Benson	Public Health Director	320-523-3831
Mental HealthX Adult <input type="checkbox"/> Children	Jen Olson	Social Service Supervisor	320-523-3566
Mental Health <input type="checkbox"/> Adult X Children	Renea Weigel	Social Service Supervisor	320-523-3518 ReneaW@renvillecountymn.com
Substance Use Disorder	Renea Weigel	Social Service Supervisor	320-523-3518 ReneaW@renvillecountymn.com
Transportation	Jill Pelzel	Income Maintenance Supervisor	JillP@renvillecountymn.com

General County Service Delivery and Access

Renville County is located in the south region on Minnesota. The population is 15,730. The county covers 983 square miles. There are 16.0 persons per square miles in comparison to the state average of 66.6. The Upper and Slower Sioux Indian Reservations lie along its borders, as well as the Minnesota River. The County contains 10 cities and 27 organized townships. The town of Olivia is located in central Renville County and is the county seat. Because of the large geographic area with sparse population, transportation is an issue. Routine bus routes are not economically feasible, and the numbers of volunteer drivers are declining. The total elderly population over age 65 in 2010 was 3,045. Renville County has a total dependency ratio of 61.8 compared to 49.1 for the State of Minnesota. The population distribution of Renville County has a child dependency ratio (of 30.5 compared to 29.9 for MN) and a high elderly dependency ration (31.3 compared to 19.2 for MN) and therefore, should expect a greater preponderance of health and social concerns particular to those ages. These figures indicate that there are relatively few people between the ages of 18 and 65 to care for children and the elderly. For instance, caregiver ratios in Renville County are alarming with a high ratio of 31.3 elderly persons to one potential caregiver, whether in paid long-term care work or as a family caregiver. Workforce shortage is a problem noted by care coordinators, especially regarding weekend and evening care. There is one rural critical care designated hospital located in Renville County. There are some bordering hospitals in other counties that also serve the health needs of the people. There are four medical clinic sites within the county. Renville County has four nursing homes, five assisted living facilities, several foster care homes and a group home for persons with developmental disabilities. There are two optometry, two dental, one pharmacy, and three chiropractic practices in the county. Renville County has one mental health center, which offers a satellite office. Renville County children are served by five public school districts and one private school. Overall, our residential care providers and inpatient providers are reporting significant staffing shortages within their programs.

Greater Minnesota Family Services of Willmar currently provides family-based services. It would be anticipated the RFP responder would contract for these services if credentialing and plan participation requirements are met.

Renville County is one of five counties involved with PACT For Families, a Children's Mental Health and Family Collaborative. PACT For Families provides early intervention with mental health counselors and social workers that work in the school and community. PACT For Families through flexible funding is attempting to accomplish wide spread systems' change to improve the lives of children with severe emotional disturbance (SED) and their families. Limited psychiatric services is a noted disparity in the county. Renville County Human Services and Renville County Public Health work hand in hand to provide dual case coordination and case management services to our consumers. Staff note that coordination of services is at time difficult because of limited in-network community care providers.

Rice County:

County Administration:

Agency Name:	Rice County Social Services
Director's Name:	Mark Shaw
Address:	320 NW Third Street, Faribault, MN. 55021
Telephone Number	507-332-6206
FAX Number:	507-332-6247
Procurement Contact Name and Email Address:	Valerie Elzen velzen@co.rice.mn.us

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number/email address
Social Services	Christine Sammon	Social Service Supervisor	csammon@co.rice.mn.us 507-384-6419
Health Care Eligibility	Valerie Elzen	Financial Eligibility Supervisor	velzen@co.rice.mn.us 507-332-6203
Public Health	Deb Purfeerst	Public Health Director	dpurfeerst@co.rice.mn.us 507-332-5914
Mental HealthX Adult <input type="checkbox"/> Children	Christine Kern	Adult MH Supervisor	ckern@co.rice.mn.us 507-332-6227
Mental Health <input type="checkbox"/> Adult XChildren	James Marthaler	CMH Supervisor	jmarthaler@co.rice.mn.us 507-332-6242
Substance UseDisorder	Christine Sammon	Social Services Supervisor	csammon@co.rice.mn.us 507-384-6419
Transportation	Valerie Elzen	Financial Eligibility Supervisor	velzen@co.rice.mn.us 507-332-6203

General County Service Delivery and Access

Rice County residents experience problems with access to health care, which include transportation and numbers of providers and specialty providers.

Transportation is a concern particularly for specialty appointments that must be made outside of the local service area. Public transportation does not run on evenings or weekends currently.

Another area of concern is access to dental care, as very few dental providers will accept medical assistance. Rice County makes referrals to vendors that are outside of the service area including Open Door in Mankato, SMILES in Savage and HCMC in Minneapolis. These resources are rarely used due to transportation issues.

With Substance Use Disorder (SUD) reform and the transition from Rule 25 to Comprehensive Assessments there will be a lack of resources in our county to provide comprehensive assessments as well as substance use treatment in a timely manner.

Rice County has a history of jointly planning and developing integrated mental health services with counties served by the South Central Community Based Initiative. Health Plans are encouraged to work with the SCCBI in this common purpose.

Mental Health services are an ongoing concern as resources are limited in our county and the need is increasing. Increased collaboration with health plans to support innovation in the area of early intervention and prevention as well as focus on developing infrastructure to support rural needs related to mental health services. Rice County residents also are challenged to find providers from their own culture. Mental Health services are very difficult to provide through an interpreter.

Rock County (Southwest Health & Human Services - Lincoln, Lyon, Murray, Pipestone, Redwood and Rock Counties):

County Administration:

Agency Name:	Southwest Health & Human Services (SWHHS)
Director's Name:	Beth M. Wilms
Address:	607 West Main Street; Suite 100; Marshall, MN 56258
Telephone Number	507-532-1248
FAX Number:	507-537-6088

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number/email address
Social Services	Cindy Nelson	Social Services Division Director	507-532-1260 Cindy.Nelson@swmhhs.com
Health Care Eligibility	Kathy Herding and Jennifer Beek	Financial Assistance Supervisors	507-532-1235 Kathyrn.Herding@swmhhs.com Jennifer.Beek@swmhhs.com
Public Health	Carol Biren	Public Health Division Director	507-532-4136 Carol.Biren@swmhhs.com
Mental Health X Adult <input type="checkbox"/> Children	Stacy Jorgensen	Social Services Supervisor	507-825-8566 Stacy.Jorgensen@swmhhs.com
Mental Health <input type="checkbox"/> Adult X Children	Christine Versaevel	Social Services Supervisor	507-532-1241 Christine.Versaevel@swmhhs.com
Substance Use Disorder	Stacy Jorgensen	Social Services Supervisor (Adults)	507-825-8566 Stacy.Jorgense@swmhhs.com
Transportation	Kathy Herding and Jennifer Beek	Financial Assistance Supervisors	507-532-1235 Kathyrn.Herdin@swmhhs.com Jennifer.Beek@swmhhs.com

General County Service Delivery and Access

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Lincoln County/Ivanhoe Office:

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Phone: 800-657-3781

Fax: 507-694-1859

Lyon County/Marshall Office:

Office Hours: Monday-Friday; 8 AM-4:30 PM

Mailing Address: 607 West Main Street; Suite 100; Marshall, MN 56258

Email:

Phone: 507-532-

Fax: 507-537-6088

Murray County/Slayton Office:

Office Hours: Monday-Friday; 8 AM-4:30 PM

Mailing Address: 3001 Maple Road; Suite 100; Slayton, MN 56172

Phone: 507-836-6144/800-657-3811

Fax: 507-836-8841

Pipestone County/Pipestone Office:

Office Hours: Monday-Friday; 8 AM-4:30 PM

Mailing Address: 1091 North Hiawatha Avenue; Pipestone, MN 56164

Phone: 507-825-5024/888-632-4325

Fax: 507-825-6727

Redwood County/Redwood Falls Office:

Office Hours: Monday-Friday; 8 AM-4:30 PM

Mailing Address: 266 East Bridge Street; Redwood Falls, MN 56283

Phone: 888-234-1292

Fax: 507-637-4046

Rock County/Luverne Office:

Office Hours: Monday-Friday; 8 AM-4:30 PM

Mailing Address: 2 Roundwind Road; Luverne, MN 56156

Phone: 507-283-5066/855-877-3762

Fax: 507-283-5074

Southwest Health and Human Services (SWHHS) provides critical services in its local communities-- one of the most rural parts of Minnesota. SWHHS assists people in need and provides a safety net for the most

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Southwest Health and Human Services provides a wide range of social services including services to adults, children and families, daycare licensing, foster care, chemical abuse/dependency, disability waiver services, mental health, and financial services..

Although rural, its service area is increasingly diverse serving a variety of new immigrant communities and larger communities of color that need the organization's attention from an economic, social, and linguistic point of view.

Travel to providers in this rural area is always a consistent challenge in addition to specialty providers that can serve our small communities. There are shortages of transportation providers and lack of payment for "no load" miles when travel is compensated by the Medicaid program for only one way travel to medical facilities. Additionally, there are limitations of access to dental services in the SW region and this continues to be an ongoing and chronic issue particularly for Medical Assistance populations.

Roseau County:

County Administration:

Agency Name:	Roseau County Social Services
Director's Name:	David Anderson
Address:	208 6 th St. SW, Roseau, MN 56751
Telephone Number	218-462-2411
FAX Number:	218-463-2872

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number
Social Services	Karla Langaas	Social Service Supervisor	218-463-2411
Financial Assistance	Jodee Haugen	IM Supervisor	218-463-2411
Public Health	Julie Pahlen	Public Health Director	218-463-3211
Mental Health – Adults	Karla Langaas	Social Service Supervisor	218-463-2411
Mental Health – Children	Karla Langaas	Social Service Supervisor	218-463-2411
Chemical Dependency	Karla Langaas	Social Service Supervisor	218-463-2411
Transportation	Jodee Haugen	IM Supervisor	218-463-2411

General County Service Delivery and Access:

Roseau County has a rather unique economic situation in that two major employers (Polaris and Marvin Windows) are both located in the county, providing a total of approximately 5000 jobs to a relatively small population base. The county population is approximately 16,000 persons. What this means is that when either of these two major employers experiences a down turn in sales, the ripple effect is quite significant. The flip side of this, of course, is that the significant number of people employed by these two manufacturers provides a positive economic base for Roseau County. There are few ethnic minorities in Roseau County, the most significant being approximately 225 Southeast Asian, and about 350 Native Americans. There are a very few older Lao family members who do not speak English; and so far, all have family members who provide translation services for them.

Located on the Canadian border, Roseau County is largely a rural county. The population tends to be centered around four towns, all located on Minnesota Highway 11. The nearest large towns are Grand Forks, ND and Bemidji, MN, both about 135 miles away. Thief River Falls, MN is 64 miles away and Roseau County residents also make use of the medical and mental health services there. Residents have access to limited specialty medical services in our local clinic located in Roseau. Other specialty services are accessed at Sanford in Thief River Falls or Altru in Grand Forks. LifeCare Roseau offers kidney dialysis for some patients as deemed appropriate for their setting. There is limited public transportation within our county, and none to towns outside our county. There are two providers of public transportation: Paul Bunyan and Tri-Valley. Both operate throughout the county and Tri-Valley provides transportation to other cities for senior citizens needing transportation for health care services. Health plans must identify how they will address this issue through an accessible service network within the county.

Currently, there is difficulty accessing dental services; there is no radiation therapy for cancer patients (also a trip to Grand Forks) and other specialty services are not always available, however, the aforementioned items are the issues we hear about most often.

Medical specialties are generally not available locally. If a specialist is needed for a patient, the usual referral is to Grand Forks, and occasionally to the Twin Cities.

Sherburne County

County information:

Agency Name	Sherburne County Health & Human Services
Director's Name	Amanda Larson amanda.larson@co.sherburne.mn.us
Address	13880 Business Center Drive Elk River, MN 55330
Telephone Number	763-765-4000
Procurement Contact Name Email Address	Gina Anderson gina.anderson@co.sherburne.mn.us

County Agency Contacts:

Area of Responsibility	Name	Title	Email address
Social Services	Tony Masters	Manager – Adult & Disability Services	Tony.Masters@co.sherburne.mn.us
Health Care Eligibility	Denise Ringwelski	Supervisor – Health Care Assistance	Denise.Ringwelski@co.sherburne.mn.us
Public Health	Nicole Ruhoff	Manager – Public Health	Nicole.Ruhoff@co.sherburne.mn.us
Behavioral Health - Adults	Victoria Johannes	Supervisor – Behavioral Health & Protection	Victoria.Johannes@co.sherburne.mn.us
Behavioral Health - Children	Allison Brockway	Supervisor – Children's Mental Health	Allison.Brockway@co.sherburne.mn.us
Substance Use Disorder	Victoria Johannes	Supervisor - Behavioral Health & Protection	Victoria.Johannes@co.sherburne.mn.us
Transportation	Tony Masters	Manager – Adult & Disability Services	Tony.Masters@co.sherburne.mn.us

General County Service Delivery and Access

Sherburne County has a population of 97,183 based upon 2020 U.S. census data. This is a 9.8% increase over the last 10 years which makes Sherburne County one of the fastest growing counties, as well as the 12th most populous county in the State of Minnesota. Approximately 33% of the population in Sherburne County is under the age of 18 and 11.7% of the population is over the age of 65. When compared to the statewide average under 18 population at 29.3% and over 65 population at 29.3%, Sherburne County is a relatively young county. Thirteen percent of Sherburne County's population identify as being Black, Indigenous, or People of Color. Individuals identifying as being foreign born represents 3.4% of Sherburne County's population. With the City of St. Cloud being an exception, there are limited public transportation options available in Sherburne County.

In the adult services areas, staffing shortages and staff turnover is a pervasive issue with both health care and long-term care services in Sherburne County. This is true for both the under 65 population and with people with disabilities. Staffing shortages and staff turnover are especially prevalent with in-home services with home and community-based waiver programs and in-home mental health services. These services include but are not limited to personal care assistance, homemaking, behavioral supports, adult foster care, and ARMHS. This has resulted in waiting lists for individuals that need of these services with waiting periods that can extend to 6 months or more. There is a shortage of psychiatric beds for individuals that experience mental health crises with individuals being transported to an open bed as far away as Fargo, ND. There is a limited availability for psychiatry, physician specialist services, and dental services in the area. With the changing demographics in Sherburne County, it is important to note that there is an increased need for culturally competent health care services as well.

In the children's behavioral health area, there are multiple gaps in health care services. This includes limited availability for options for acute hospital care, psychiatry, and in-home mental health services. There are a lack of placement options including child foster care homes, therapeutic foster care homes, corporate foster care homes, and residential treatment settings.

There is a lack of respite care options which often leads to caregiver burnout. There are inequities that exist in school linked mental health services throughout Sherburne County school districts. Additionally, there are staffing shortages within Sherburne County mobile crisis response services.

There are problems with access to health care due to limited public transportation as well as the number of specialty providers. Access to dental care is a continuing problem. There are a limited number of dental providers, those that accept medical assistance often have a long waiting list. Clients report that it takes months to get an appointment.

Sibley County:

County Administration:

Agency Name:	Sibley County Public Health and Human Services
Director's Name:	Klea Rettmann
Address:	111 8 th St P.O Box 237
Telephone Number	(507) 237-4000
FAX Number:	(507) 237-4031
Procurement Contact Name and Email Address:	Klea Rettmann klear@co.sibley.mn.us

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number/email address
Social Services	Kris Swenson	Adult Social Services Supervisor	krisswenson@co.sibley.mn.us (507) 237-4000
Health Care Eligibility	John Stepien	Financial Assistance Supervisor	johns@co.sibley.mn.us (507) 237-4000
Public Health	Rachel Fruhwirth	Public Health Supervisor	rachelf@co.sibley.mn.us (507) 237-4000
Mental Health <input type="checkbox"/> Adult <input type="checkbox"/> Children	Adult: Kris Swenson	Adult Social Services Supervisor	krisswenson@co.sibley.mn.us (507) 237-4000
Mental Health <input type="checkbox"/> Adult <input type="checkbox"/> Children	Children: Jill Weitzenkamp	Children's Social Services Supervisor	jill@co.sibley.mn.us (507) 237-4000
Substance Use Disorder	Jill Weitzenkmap	Children's Social Services Supervisor	jill@co.sibley.mn.us (507) 237-4000
Transportation	John Stepien	Financial Assistance Supervisor	johns@co.sibley.mn.us (507) 237-4000

General County Service Delivery and Access

Sibley County has one Critical Access Hospital, Ridgeview Sibley Medical Center. The hospital provides paramedic services that currently serve only the Arlington and Gaylord areas. Ridgeview Sibley Medical Center has four clinics where medical personnel rotate through Winthrop, Gaylord, Arlington, and Henderson. They offer Urgent Care at the Arlington site. New Ulm Medical Center has a satellite clinic in Winthrop. Currently, there are four practicing dental providers, five practicing chiropractors, one eye care provider, and two pharmacies in Sibley County. Due to the lack of providers and services available many Sibley County residents seek care outside of the county. This includes the lack of visiting medical specialists, dialysis centers, dental providers accepting medical assistance programs, pediatric specialists, mental health professionals and other specialty services. There is no available birthing center in the county or behavioral health unit.

Sibley County provides transit services via the Sibley/McLeod Trailblazer public transit system. Transportation options are limited as there is one public transit bus system with limited hours and service available. Trailblazer is a public dial-a-ride system. The service is provided Monday through Friday 6:30am to 5:30pm and operates within the two county boundaries. For transportation outside the two county boundaries or outside of normal operating hours, Sibley County residents need to contact transportation service providers from larger surrounding areas. Transportation for medical care outside of the county is even more difficult with only a limited number of local provider services as an option.

Sibley County residents were served mainly by Sioux Trails Mental Health Center which is a four county Rule 29 licensed clinic. Sioux Trails has closed its offices in both Sibley and Nicollet County's. The closest office is now in Brown County. Hutchinson Area Health Center, New Ulm Medical Center, and Immanuel St. Joseph's in Mankato provide the majority of holds and short term treatment. There is a Crisis Center located in Mankato that is used frequently for short term crisis needs. Psychiatrists for adult and children's mental health are limited along with psychiatric nursing services.

Sibley County Public Health and Human Services provides case management services through the CADI, CAC, AC, EW, DD, and BI Waivers, Adult Mental Health, Children's Mental Health, and Adult and Child protection. Case management services are provided by both social workers and nurses. Care coordination and case management is the key to providing quality managed care. County residents more readily accept a local person whom they know and trust to address and manage their complex needs.

Sibley County Public Health along with health care and community members are taking strides to improve the health in our community and to make healthy lifestyles a priority. The MCO would need to support promoting healthy lifestyles throughout all programs, incentives, and working with providers to make preventive care the priority in all populations served in order to prevent chronic disease. The MCO must assure that all infants, children, and adults will receive age appropriate immunizations and assure that all providers enter vaccinations into Minnesota Immunization Information Connection (MIIC) so that all providers in all settings will have access to up-to-date vaccination history for all persons. The MCO must also assure that supportive programs for young families, including infant care safety seats, home visits for education and support, Child & Teen Checkup services, and needed health education and follow up be provided to at risk families to promote optimum outcomes in behavior, child development, emotional and physical health and parenting skills to prevent neglect and abuse.

Sibley County does utilize a Community Health Worker model and currently has 2.0 FTE dedicated to this program. Community Health Workers act as connectors and outreach to the community and help solve barriers to health care and to health lifestyle. They are especially active in the Hispanic community.

St. Louis County:

County Administration:

Agency Name:	St. Louis County Public Health & Human Services
Director's Name:	Linnea B. Mirsch
Address:	320 W. 2 nd Street, 6NE Duluth, MN 55802
Telephone Number	218-726-2096
FAX Number:	218-726-2093
Procurement Contact Name and Email Address:	Linnea B. Mirsch mirschl@stlouiscountymn.gov

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number/email address
Social Services	Linnea B.Mirsch	PHHS Director	218-726-2096 MirschL@stlouiscountymn.gov
Health Care Eligibility	Amanda Yates	Deputy Director, Economic Services & Supports	218-726-2132 yatesa@st.louiscountymn.gov
Public Health	Amy Westbrook	Public Health Director	218-726-5267 westbrooka@stlouiscountymn.gov
Mental HealthX Adult <input type="checkbox"/> Children	Gena Bossert	Behavioral Health Director	218-726-2085 bossertg@stlouiscountymn.gov
Mental Health <input type="checkbox"/> Adult XChildren	Paula Stocke	Deputy Director, PHHS	218-471-7178 stockep@stlouiscountymn.gov
Substance Use Disorder	Gena Bossert	Behavioral Health Director	218-726-2085 bossertg@stlouiscountymn.gov
Transportation	Dusty Letica	Director, Economic Services & Supports	218-726-2021 leticad@stlouiscountymn.gov

General County Service Delivery and Access

St. Louis County is the largest county east of the Mississippi and contains a combination of both rural and urban populations; Duluth is a seaport and a city of the first class, followed by mid-size cities of Virginia and Hibbing, Ely, and Aurora (the Iron Range). Each contains one or more hospitals, clinics, and independent health care professionals. County Public Health & Human Services (PHHS) has offices in Duluth, Virginia, Hibbing, and Ely; and provides a wide array of services through direct service and purchased services. Adult services include SPMI case management by PHHS; along with some contracts for MH-TCM with our two community mental health centers (one is a CCBHC and one is becoming a CCBHC) and two other providers. PHHS administers CADI waivers and does Level II screenings for clients with mental illness needing nursing home level of care placements; the PHHS does not provide ARMHS directly but does have the responsibility to locally certify ARMHS providers. PHHS provides local contracts for Crisis Response; there are three ACT teams and three Intensive Residential Treatment Programs; PHHS holds contracts for a wide array of outreach, homeless support, psychiatric services and court services; the State has contracts with local hospitals for longer term psychiatric hospitalization and hold orders; there are a variety of options and funding to assist with employment for individuals with SPMI; PATH programs are active in St. Louis County in cooperation with our community mental health centers.

Children's services include a number of community wide multi-agency efforts to assure quality planning and delivery of children's mental health services: Rule 79 case management, early intervention and screening, in-home family therapy, intensive day treatment, in-school mental health services, mentoring and behavioral aide, parent coaching and education, CADI screening, Family Group Decision Making for permanency, CTSS, respite care, short term crisis shelter, foster care, therapeutic foster care, group home placement, residential placement, and transition into adult services.

Public Health Programs include Maternal Child Health, Follow-Along, multiple evidenced-based home nurse home visiting programs including the Maternal Early Childhood Sustained Home-visiting model MN is transitioning to MECSH from Nurse-Family Partnership and Healthy Families America), a targeted program that pairs a LADC with home visiting nurses, and universal home visiting, MCH Home Visiting, WIC, Child & Teen Checkups Outreach and Follow up, Early Hearing and Detection Intervention, Birth Defect Information System, Asthma home visiting and collaborative prevention programming around community health needs assessment priorities of mental health, substance use and chronic disease.

As St. Louis County is one of the largest counties in the nation, there are issues of isolation and inability of providers to serve the population needs in remote, rural areas; this has been exacerbated by the ongoing COVID-19 pandemic and the continuing workforce challenges. Many providers have had to decrease capacity to serve people due to staffing challenges. In addition, the time for travel for the provider is not reimbursed in a manner that makes it economically viable to serve all groups. Today this is even further challenged by the employment landscape and the challenges our partner agencies face to hire para- professional and professional positions. We are encouraging the use of telemedicine, and the installation of fiber optic networks is helping; however, the technology may not be accessible in all locations. Also of concern are the health disparities that have been identified among different populations in PHHS: based on zip code data, residents might expect to live 11 years less and/or have more deaths in their neighborhoods due to lower median income and chronic stress due to race (St. Louis County Health Status Report, 2012). St. Louis County recently entered into a grant program with the CDC for its "Closing the Gap with Social Determinants of Health Accelerator Plans" for two census tracts in the Lincoln Park neighborhood in Duluth that are in the lowest half perfect in MN of at-birth life expectancies.

Challenges to service delivery and access reported by staff include: keeping up with frequent policy and

program changes, the large rural area making it difficult for providers to find qualified staff to care for high need participants, a limited workforce, insufficient transportation to access services such as specialized medical services in the northern part of PHHS, finding providers willing to travel, limited placement choices for participants with mental health needs, difficulty finding resources for high need children, finding respite services for caregivers, lack of culturally appropriate services for individuals of color, gaps for specialized services and/or residential placements for sex offenders with DD or mental health issues, shorter nursing home stays with an increasing number of participants requesting relocation back into the community, lack of in-home services to allow people to remain in their homes and age in place, difficulty in communication with nursing homes, home care agencies billing client obligations before providing services, and changing enrollment counts and demographics from year to year.

Access to physical, mental, and dental health care is limited by cost, lack of insurance, lack of reliable transportation, lack of providers [dentists], and/or lack of culturally appropriate service provision. In many parts of PHHS certain health care services are limited or unavailable, including psychiatrists, PhD psychologists, Licensed Alcohol and Drug Counselors and dentists that will accept MA reimbursement as well as Personal Care Attendants. In many cases it takes several months to get an appointment with a psychiatrist; psychiatric services in general and inpatient psychiatry specifically have become difficult to obtain on the Range; the addition of the Wellstone Center offers some relief. Transportation is an ongoing challenge to assessors, providers and service recipients. January 1, 2019 St. Louis County contracted with MTM, Inc. for non-emergency medical transportation and also for all social service transportation needs.

The MCO(s) are required to provide all MA services for public assistance clients and are encouraged to work together to standardize forms, coding, prior authorization requirements, and other procedures which fall under Chapter 16.

Stearns County:

County Administration:

Agency Name:	Stearns County Human Services
Director's Name:	Melissa Huberty
Address:	PO Box 1107, St. Cloud, MN 56302
Telephone Number	320-656-6469
FAX Number:	320-656-6134

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number/email address
Social Services (see Other)			
Health Care Eligibility	Janet Goligowski	Director	320-656-6202 janet.goligowski@co.stearns.mn.us
Public Health	Renee Frauendienst	Director	320-656-6284 renee.frauendienst@co.stearns.mn.us
Mental Health <input checked="" type="checkbox"/> Adult <input type="checkbox"/> Children	Julie Ellis	Director	320-656-6125 julie.ellis@co.stearns.mn.us
Mental Health <input type="checkbox"/> Adult <input checked="" type="checkbox"/> Children	Brenda Mahoney	Director	320-656-6075 brenda.mahoney@co.stearns.mn.us
Substance Use Disorder	Julie Ellis	Director	320-656-6125 julie.ellis@co.stearns.mn.us
Transportation	Janet Goligowski	Director	320-656-6202 janet.goligowski@co.stearns.mn.us
Other – Family and Children Services (truancy, permanency, child welfare, adoption)	Brenda Mahoney	Director	320-656-6075 brenda.mahoney@co.stearns.mn.us
Other – Child Support	Janet Goligowski	Director	320-656-6202 janet.goligowski@co.stearns.mn.us

General County Service Delivery and Access:

Stearns County has a large geography, 53 miles east to west and 34 miles north to south. Stearns County has a mix of urban and rural with the urban population being concentrated in the most eastern part of the county in the St. Cloud area. There is a vast difference between the availability and accessibility of health services between the western and the eastern parts of the county. An additional complexity is that the City of St. Cloud lies within the three counties of Stearns, Sherburne, and Benton and enrollees sometimes move frequently between the counties. When looking at the Minnesota Department of Education data of students self-reporting their primary language spoken in the home, over the past 6 years, the English speaking population decreased by 4% and the languages that saw the largest increases were Somali, Swahili, Nuer, and Spanish. The top community health issues as identified in the 2018 Community Health planning process are: building families, mental health, social isolation, adverse childhood experiences, tobacco/nicotine use, health care access, risky youth behavior, financial stress, and trauma.

The primary transportation methods for accessing health care include personal vehicle, friends and family, walking, or biking. Other methods include health plan transportation services, public transportation, Uber/Lyft/Taxi, and Tri-CAP Dial-A-Ride. There are many more transportation options in the St. Cloud area than in the rural part of Stearns County. Even if the health plan is able to pay for transportation, the time that it takes to travel to where the health service is, becomes prohibitive to the enrollee. An additional barrier in that many of the enrollees are not able to navigate the system and do not receive the care they need because of an inability to understand the system.

St. Cloud is a regional center and many of the providers accept clients from a much wider reach than Stearns County alone, sometimes resulting in Stearns County enrollees being placed on waiting lists, especially true for CD and mental health providers. Other issues include lack of: culturally appropriate services for some of our populations, child care, and payment for transportation. Transportation for urgent situations when trips cannot be planned ahead of time. The “3 strikes and you’re out” policies of some clinics. Due to the above issues, often late arrivals, cancels, or no-shows are not within the control of the enrollee. Health plans no longer providing local public health with lists of pregnant clients.

Stearns County is fortunate to have a wealth of health care providers located within the county. As mentioned above, these services are not always readily available to the Stearns County enrollees. Also, most of the Stearns County providers exist in the St. Cloud area and due to distance become virtually “unavailable” to the enrollees living in rural Stearns County. With the passage of the Family First Act, Stearns County does not have access to some of the evidenced based services listed in that Act such as: Functional Family Therapy, Multisystemic Therapy, Families Facing the Future, and the Kinship Navigator Programs.

Dentistry service continues to be identified as a service that is limited for enrollees. A long term difficulty has been the lengthy waiting lists for adult and pediatric psychiatrists, chemical dependency treatment, and mental health counselling and therapy. There is also a need for increased numbers of providers who are trained in trauma-informed mental health care. There is a need of therapies and/or inpatient treatment including residential services for children with mental health concerns and co-existing developmental or cognitive challenges.

Steele County (Minnesota Prairie County Alliance - Human Services for Dodge, Steele & Waseca Counties):

County Administration:

Agency Name	Minnesota Prairie County Alliance (human services for Dodge, Steele & Waseca counties)
Director's Name	Jane Hardwick
Address	22 East 6 th Street, Dept. 401, Mantorville, MN 55955
Telephone Number	507.923.2907
FAX Number	507.635.6186

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number / Email Address
Social Services	Heather Johnson	Manager	Heather.Johnson@mnprairie.org 507.923.2926
	Tara Reich	Supervisor	Tara.Reich@mnprairie.org 507.431.5741
	Wendy Morton	Supervisor	Wendy.Morton@mnprairie.org 507-837-6672
Health Care Eligibility	Michael Pegg	Supervisor	Micheal.Pegg@mnprairie.org 507.431.5641
Public Health	Amy Caron (Dodge PH)	Director	Amy.Caron@co.dodge.mn.us 507.635.6150
	Amy Caron (Steele PH)	Director	Amy.Caron@co.steele.mn.us 507.444.7665
	Sarah Barry (Waseca PH)	Director	Sarah.Barry@co.waseca.mn.us
Mental Health *Adult	Brandon Smith	Supervisor	Brandon.Smith@mnprairie.org 507.431.5761
Mental Health *Children	Tom Sandberg	Supervisor	Tom.Sandberg@mnprairie.org 507.431.5701
Substance Use Disorder	Brandon Smith	Supervisor	Brandon.Smith@mnprairie.org 507.431.5761
Transportation	Cathy Skogen	Manager	Cathy.Skogen@mnprairie.org 507.923.2928

General County Service Delivery and Access:

Steele County has the small city of Owatonna at its center, with several smaller communities spread throughout the county. Mayo is the primary care clinic with Allina as the only hospital in the county.

As is common in many parts of the state, access to the following services continues to be a significant challenge: dental services; substance use disorder residential treatment that provides for children to live with a parent during treatment; psychiatric/mental health prescriber services.

Finding any type of long-term care service especially PCA, home health aides, home care nursing is very difficult.

Specialized transportation is difficult to access as well, especially for longer distance.

Stevens County:

County Administration:

Agency Name:	Stevens County Human Services
Director's Name:	Liberty Sleiter
Address:	400 Colorado Ave. Suite 104, Morris, MN 56267
Telephone Number	320-208-6600
FAX Number:	320-589-3972
Procurement Contact Name and Email Address:	Liberty Sleiter libertysleiter@co.stevens.mn.us

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number/email address
Social Services	Jennifer Rose	Social Service Supervisor	320-208-6600 jenniferrose@co.stevens.mn.us
	Mandy Lien	Social Service Supervisor	320-208-6600 mandylien@co.stevens.mn.us
Health Care Eligibility	Maria Burns	Income Maintenance Supervisor	320-208-6600 mariaburns@co.stevens.mn.us
Public Health	Ann Stehn	Administrator	320-762-3003 anns@horizonph.org
Mental Healthx Adult <input type="checkbox"/> Children	Jennifer Rose	Social Service Supervisor	320-208-6600 jenniferrose@co.stevens.mn.us
Mental Health <input type="checkbox"/> Adult X Children	Jennifer Rose	Social Service Supervisor	320-208-6600 jenniferrose@co.stevens.mn.us
Substance Use Disorder	Jennifer Rose	Social Service Supervisor	320-208-6600 jenniferrose@co.stevens.mn.us
Transportation	Angie Smith	Fiscal Supervisor	320-208-6600 angiesmith@co.stevens.mn.us

General Service Delivery and Access

Stevens County Human Services provides a wide range of social services including services to adults, children and families, licensing, foster care, substance use, disability waiver services, mental health, employment services and financial services. Stevens County Human Services employees a staff of 29 to provide Social Services, Income Maintenance and Child Support Enforcement.

County Seat: Morris

2020 Census Population: 9,671 Number of Cities: 5

Number of Townships: 16 Land Area: 563.6 square miles Water Area: 12 square miles

People per square mile: approximately 17 people Acres: 360,704

North/South Length: 23.6 miles East/West Length: 24.3 miles

Stevens County is in west central Minnesota and is home to agricultural, multiple manufacturers and the University of Minnesota-Morris campus. Morris is the county seat and the largest city in the county. Stevens County is home to two medical facilities (Stevens Community Medical Center & Prairie Ridge Health Services.) Stevens Community Medical Center also provides behavioral health services, including CSP services, though the waitlist exceeds the staff's resources in availability and scope of practice. The county does not have a ARMHS provider within the boundaries of the county but does currently receive ARMHS. Stevens has one CTSS provider in county that has a long wait list and a second provider that is based in a neighboring county. There is a struggle to maintain longevity with CTSS and ARMHS providers. Stevens County contracts with Rainbow Rider to provide local and regional transportation needs. The City of Morris does have a transit bus system that provides rides only within the cities limits and limited evening/weekend hours. Transportation continues to be a strong need with limited bus services and sparse volunteer drivers to serve Stevens County. There are no inpatient psychiatric beds, IRTS, CBHH or detoxification in Stevens County, people we serve that require this level of care often travel long distances to receive care and are separated from their families. Region IV South Consortium (Douglas, Stevens, Traverse, and Western Prairie) provides 24-hour children and adult mobile crisis teams in the community and medical setting. Stevens County provides support to the Drop In Center, where those we serve can receive educational and social recreation opportunities for adults with mental illness.

Staff shortage and sustainability is a strong concern across all facets of service providers within Stevens County.

Swift County:

County Administration:

Agency Name:	Swift County Human Services
Director's Name:	Catherine (Catie) Lee
Address:	410 21 st Street South, P.O. Box 208, Benson, MN 56215
Telephone Number	320-843-3160
FAX Number:	320-843-4582

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number/email address
Social Services	Linda Erhardt Lorri Pederson	Supervisor Supervisor	320-843-3160 lorri.pederson@co.swift.mn.us 320-843-3160 linda.erhardt@co.swift.mn.us
Health Care Eligibility	Julie Jahn	Supervisor	320-843-3160 julie.jahn@co.swift.mn.us
Public Health	Elizabeth Auch	Administrator	320-843-4546 liz@countryside.co.swift.mn.us
Mental Health <input checked="" type="checkbox"/> Adult <input type="checkbox"/> Children	Lorri Pederson	Supervisor	320-843-3160 lorri.pederson@co.swift.mn.us
Mental Health <input type="checkbox"/> Adult <input checked="" type="checkbox"/> Children	Lorri Pederson	Supervisor	320-843-3160 lorri.pederson@co.swift.mn.us
Substance Use Disorder	Linda Erhardt	Supervisor	320-843-3160 linda.erhardt@co.swift.mn.us
Transportation	Ted Nelson	Prairie Five RIDES	877-757-4337 ted.nelson@prairiefive.org

General County Service Delivery and Access:

Swift County has three major towns: Kerkhoven (persons seek medical care in Willmar); Benson (persons seek medical care in Benson, Willmar, Alexandria, Glenwood or Morris); and Appleton (persons seek medical care in Appleton, Benson, Montevideo, Madison, Morris, or Willmar). According to reports in METS and MAXIS, 23% of the Swift County population receives public coverage for health insurance.

There are issues for accessing health care services: transportation (limited public transportation-MCOs contract with same transportation provider that Swift County Human Services contracts with), hours available for receiving health care services (after “work hours” there is limited availability to seek health care services-except for urgent care and the emergency department), and lack of ‘drop-in’ day care. Persons living on incomes that qualify for MA or MnCare are generally working low-paying positions with little to no ability to leave work during work hours due to 1-no replacements and/or 2-no sick time or personal time off available. Consequently, they use the Emergency Room if they need healthcare. Childcare is an issue for families with young children – with no ‘drop-in’ care available, who will supervise the children while the parent is in for an appointment (self or child).

Within Swift County, there are no chemical health treatment services of any type available. The dentists in Swift County do not accept Medical Assistance consumers due to payment rates, lack of providers-meaning our dentist is already working numerous evening and weekend hours, and the MA consumer no shows. Swift County has psychiatric hours from Woodland Center’s a couple of times a month-otherwise there are no psychiatric providers in Swift County. There are no child residential treatment services available in Swift County – the nearest is 90 miles away – not easily accessed by family if child is in need of placement.

Health Care services limited in their availability to anyone in Swift County, not just MA and MinnesotaCare enrollees, include ob/gyn, mental health counseling, chemical health treatment/services, tertiary care.

Todd County:

County Administration:

Agency Name:	Todd County Health & Human Services
Director's Name:	Jackie Och, Director
Address:	212 2 nd Ave S Long Prairie, MN 56347
Telephone Number	320-732-4500
FAX Number:	320-732-4540
Procurement Contact Name and Email Address:	Jena Peterson jena.peterson@co.todd.mn.us 212 2 nd Ave S Long Prairie, MN 56347

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number/email address
Social Services	Michael Steinbeisser	Manager, Health Services Unit	320-732-0991 michael.steinbeisser@co.todd.mn.us
Health Care Eligibility	Lisa Chapin	Manager, Financial Services Unit	320-732-4493 lisa.chapin@co.todd.mn.us
Public Health	Katherine Mackedanz	Manager, Community Health Services Unit	320-732-4452 katherine.mackedanz@co.todd.mn.us
Mental Health <input checked="" type="checkbox"/> Adult <input type="checkbox"/> Children	Michael Steinbeisser	Manager, Health Services Unit	320-732-0991 michael.steinbeisser@co.todd.mn.us
Mental Health <input type="checkbox"/> Adult <input checked="" type="checkbox"/> Children	Michael Steinbeisser	Manager, Health Services Unit	320-732-0991 michael.steinbeisser@co.todd.mn.us
Substance Use Disorder	Michael Steinbeisser	Manager, Health Services Unit	320-732-0991 michael.steinbeisser@co.todd.mn.us
Transportation	Jena Peterson	Manager, Administrative Services Unit	320-533-4656 jena.peterson@co.todd.mn.us

General County Service Delivery and Access

Located in central Minnesota, Todd County is approximately 110 miles northwest of the Twin Cities Metropolitan Area. The total population according to the United States' 2020 Census is 25,262. The County measures 41 miles from north to south and 24 miles from east to west, covering 944 square miles. Within Todd County, there are 11 cities and 28 townships. The county seat is Long Prairie; it is the largest city with a population of 3,661. Staples is the second largest city with a population of 2,989. In Todd County, 88.7% of the residents identify predominantly as White alone, although there is a growing Hispanic/Latino population, representing 8.7% of county residents. In the City of Long Prairie, the Hispanic/Latino population accounts for 42.6% of city residents.^[1] The median household income in Todd County is \$53,585, about \$21,000 below Minnesota's median household income of \$74,593. Individuals living below poverty in Todd County comprise 11.9% of the population compared to the State of Minnesota's at 9.0%. In the City of Staples alone 17.8% of residents are living below the poverty line.^[2]

Todd County has two hospitals and five health care clinics. In 2019, 29% of adults reported not receiving or delaying medical care in the past year due to the health care cost being too much, deductible too expensive, and not viewing the issue as serious enough^[3]. A lack of dental and mental health providers and services continues to limit access to care for Todd County residents. Of the 11% of adults who delayed seeking mental health care, 51% stated they 'did not know where to go' to access services^[4]. The growing diverse population necessitates bi-lingual and effective interpretation services be made available for successful treatment and services.

Todd County Health and Human Services provides several home and community-based services as well as financial support programs organized under its four units. As a consolidated agency, we provide coordinated services to ensure our residents' and clients' needs are met. The Financial Support Services Unit provides medical assistance, financial support, energy assistance, and child support services. The Health Services Unit implements services and programs focused on adult and child mental health, adult and child protection, chemical dependency, and waiver programs for the elderly, developmentally disabled, individuals with brain injuries, chronically ill, and disabled individuals. In addition, the Health Services Unit includes a Medicare certified home care agency that conducts home visits and staffs home health aides. The Community Health Unit provides services, grants, and overall departmental planning focused on primary prevention and community health, including the environmental health program; disease prevention and control; public health emergency preparedness; senior services and referrals;³ and, obesity and alcohol, tobacco, and other drug prevention. The Community Health unit implements several programs, including WIC, child and teen checkups, follow along program, immunizations, early childhood screenings, preconception health, maternal child health home visiting, and a car seat program.

[1] US Census Bureau, 2020 Census

2

U.S. Census Bureau, 2019 American Community Survey 5-Year Estimates

3

Health4Life 2019 Community Health Survey

4 Health4Life 2019 Community Health Survey

Traverse County:

County Administration:

Agency Name:	Traverse County
Director's Name:	Stacy Hennen
Address:	202 8 th Street North, Wheaton, MN 56296
Telephone Number	320-422-7777
Procurement Contact Name and Email Address:	Stacy Hennen Stacy.hennen@co.traverse.mn.us

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number/email address
Social Services	Stacy Hennen	Director	Stacy.hennen@co.traverse.mn.us
Health Care Eligibility	Shelly Staebler	Supervisor	Shelly.staebler@co.traverse.mn.us
Public Health	Ann Stehn	Horizon Public Health Director	anns@horizon.org
Mental Health × Adult ×Children	Ben Schulz	Supervisor	Ben.schulz@westernprairiemn.us
Substance Use Disorder	Ben Schulz	Supervisor	Ben.schulz@westernprairiemn.us
Transportation	Shelly Staebler	Supervisor	Shelly.staebler@co.traverse.mn.us
Other – Please List	Kari Rude	Deputy Director	Kari.rude@westernprairiemn.us

General County Service Delivery and Access

Traverse County is the smallest per capita county in Minnesota. We border North Dakota, South Dakota, and the Sisseton Wahpeton Sioux Tribe. Traverse County is also the oldest per capita county in Minnesota which poses some unique challenges in terms of transportation.

Health care services are primarily accessed through Sanford Clinic and Hospital, located in Wheaton, MN. Specialists are available on a monthly basis in some areas. The City of Browns Valley also has a clinic that is well-utilized by Browns Valley residents. Referrals for specialty care from there are primarily to Sisseton, SD or Sioux Falls, SD.

The primary issue surrounding access is transportation. Volunteer drivers are at a premium. Other transit options include Rainbow Rider but the hours are limited, especially in Browns Valley. They also do not have any fixed routes throughout the county or to other counties where specialists are.

Services limited to the Medicaid and Minnesota Care enrollees include dental. AppleTree and surrounding providers have been known to service this population. Our local provider will as well, on a limited basis. New patients are a challenge to find dental care for. The local chiropractor will not bill Medicaid either.

Traverse County has no mental health services located in county, we have to contract and pay them to travel, sometimes 3 hours per day, to be in the county on a limited basis. While tele-health has helped for some, we have many who will not use tele-health. We have no ARMHS services in the county and we have been recruiting for months and have not been able to find someone to come into the county at a reasonable rate.

Wabasha County:

County Administration:

Agency Name:	Wabasha County Social Services
Director's Name:	John Dahlstrom
Address:	411 Hiawatha Drive E, Wabasha, MN 55981
Telephone Number	651-565-3351
FAX Number:	651-565-3084
Procurement Contact Name and Email Address:	John Dahlstrom jdahlstrom@co.wabasha.mn.us

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number/ Email address
Social Services	Kayla Hall	Social Services Manager	651-565-3024 / khall@co.wabasha.mn.us
Health Care Eligibility	Lisa McNally	Financial Assistance Supervisor	651-565-3043 / lmcnally@co.wabasha.mn.us
Public Health	Tammy Fiedler	Public Health Director	651-565-5200 / tfiedler@co.wabasha.mn.us
Mental Health <input checked="" type="checkbox"/> Adult <input type="checkbox"/> Children	Kayla Hall	Social Services Manager	651-565-3024 / khall@co.wabasha.mn.us
Mental Health <input type="checkbox"/> Adult <input checked="" type="checkbox"/> Children	Kayla Hall	Social Services Manager	651-565-3024 / khall@co.wabasha.mn.us
Substance Use Disorder	Kayla Hall	Social Services Manager	651-565-3024 / khall@co.wabasha.mn.us
Transportation	Lisa McNally	Financial Assistance Supervisor	651-565-3043 / lmcnally@co.wabasha.mn.us

General County Service Delivery and Access

Wabasha County is in SE Minnesota and has historically been included in the Rochester, MN Metropolitan Statistical Area. The population is 21,387. Our three largest cities are Lake City, Plainview and Wabasha, which is the county seat.

Wabasha County shares the same challenges that many of the small rural counties in Minnesota have, including limited medical transportation services and a lack of local providers in the areas of mental health, dental, and chemical dependency treatment. In particular, for mental health, access to adult and children psychiatrists and psychologists remains limited, with wait lists typically of 30 to 120 days. Also, there are often long waits to get diagnostic assessments completed, which hinders or ability to get appropriate clientservices in place timely.

Many of the health care services our clients need to access are not located within Wabasha County, including: Assertive Community Treatment, day treatment, IRTS, day programming, drop-in centers, board and lodges, and DBT/CBT.

Transportation continues to be a major concern among all service populations. We know that MCO's have had difficulty finding transportation providers to service our area. A particular problem area we need to see improvement is with transportation providers either arriving late or cancelling on our clients at the last minute. This has a detrimental impact on timely access to health care which is already limited with our service populations.

The availability of dental services is an ongoing concern as well, but we have seen some progress over the last few years. We do have a service provider in Rochester who can typically see our clients within 6 weeks, but will also take clients on for emergency dental care when needed. We also have a local provider who will serve a limited number of clients. We would like to see local, timely access to dental services expanded

Wadena County:

County Administration:

Agency Name:	Wadena County Human Services
Director's Name:	Tanya Leskey
Address:	124 1 st St SE Wadena MN 56482
Telephone Number	218-631-7605
FAX Number:	218-631-7616

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number/email address
Social Services	Tanya Leskey	Director	
Health Care Eligibility	Deb Nelson	Supervisor	218-631-7605 Deb.Nelson@co.wadena.mn.us
Public Health	Cindy Pederson	Director	218- 632-8488 Cindy.Pederson@co.wadena.mn.us
Mental Health X Adult XChildren	Mike Willie	Supervisor	218-631-7605 Mike.Willie@co.wadena.mn.us
Substance Use Disorder	Mike Willie		
Transportation	Amie Gendron	Supervisor	218-631-7605 Amie.Gendron@co.wadena.mn.us

General County Service Delivery and Access:

Wadena County consists of six cities covering 543 square miles. It has a population of 13,669 consisting primarily of individuals of German or Scandinavian descent, with a sizeable Finnish community concentrated within the Menahga and Sebeka area. English and Finnish are the primary spoken and written languages with the county. Minorities are limited to less than 100 African American, Native American and Hispanic people. Wadena County has a higher than average number of elderly per capita. 12.3% of individuals under the age of 65 present with a disability. The average family size is three. Wadena County ranks as one of the poorest county for both household and per capita income; median household income is \$45,018 and per capita income is reported at \$24,200. Individuals living in poverty is 15.7%. There is an unemployment rate of 4.9%. The county seat is Wadena and has a population of 4,088. There is one hospital in the county and three clinics. It is difficult for residents of Wadena County to obtain sufficient dental and psychiatric services without driving some distance from the county.

Waseca County (Minnesota Prairie County Alliance - Human Services for Dodge, Steele & Waseca Counties):

County Administration:

Agency Name	Minnesota Prairie County Alliance (human services for Dodge, Steele & Waseca counties)
Director's Name	Jane Hardwick
Address	22 East 6 th Street, Dept. 401, Mantorville, MN 55955
Telephone Number	507.923.2907
FAX Number	507.635.6186

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number / Email Address
Social Services	Heather Johnson	Manager	Heather.Johnson@mnprairie.org 507.923.2926
	Tara Reich	Supervisor	Tara.Reich@mnprairie.org 507.431.5741
	Wendy Morton	Supervisor	Wendy.Morton@mnprairie.org 507-837-6672
Health Care Eligibility	Michael Pegg	Supervisor	Micheal.Pegg@mnprairie.org 507.431.5641
Public Health	Amy Caron (Dodge PH)	Director	Amy.Caron@co.dodge.mn.us 507.635.6150
	Amy Caron (Steele PH)	Director	Amy.Caron@co.steele.mn.us 507.444.7665
	Sarah Barry (Waseca PH)	Director	Sarah.Barry@co.waseca.mn.us
Mental Health *Adult	Brandon Smith	Supervisor	Brandon.Smith@mnprairie.org 507.431.5761
Mental Health *Children	Tom Sandberg	Supervisor	Tom.Sandberg@mnprairie.org 507.431.5701
Substance Use Disorder	Brandon Smith	Supervisor	Brandon.Smith@mnprairie.org 507.431.5761
Transportation	Cathy Skogen	Manager	Cathy.Skogen@mnprairie.org 507.923.2928

General County Service Delivery and Access:

Waseca County is a predominately rural county with one comprehensive primary care clinic (Mayo in Waseca) and other smaller Mayo clinics in Janesville and New Richland. Many residents utilize Mankato and Owatonna providers.

Transportation to medical care is challenging. (The SMART bus provides transportation, but is challenged to have a schedule that meets all client needs to access health care.) There's one ambulance in Waseca and one in New Richland.

There is only one outpatient substance use provider. There is difficulty accessing mental health therapy providers.

As is common in many parts of the state, access to the following services continues to be a significant challenge: dental services (Healthy Smiles provides cleanings and sealants, but other dental services are very difficult to access); and substance use disorder outpatient treatment close to home (only one provider in Waseca County) or residential treatment that provides for children to live with a parent during treatment.

Watonwan County:

County Administration:

Agency Name	Watonwan County Human Services
Director's Name	Naomi Ochsendorf
Address	715 2 nd Ave South St James MN 56081
Telephone Number	507-375-7825
FAX Number	507-375-7359
Procurement Contact Name Email Address	Naomi Ochsendorf naomi.ochsendorf@co.watonwan.mn.us

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number / Email Address
Social Services	Naomi Ochsendorf	Director	Naomi.ochsendorf@co.watonwan.mn.us 507-375-7825
Health Care Eligibility	Jodi Halvorson	Supervisor	Jodi.halvorson@co.watonwan.mn.us 507-375-7811
Public Health	Julia Whitcomb	CHS Administrator	Julia.whitcomb@co.watonwan.mn.us 507-375-7863
Mental Health *Adult	Amy Pluym	Adult Subunit	Amy.pluym@co.watonwan.mn.us 507-375-7840
Mental Health *Children	Joan Stordalen	Children's Subunit	Joan.stordalen@co.watonwan.mn.us 507-375-7841
Substance Use Disorder	Joan Stordalen	Supervisor	507-375-7841
Transportation	Allison Karau	Supervisor	Allison.karau@co.watonwan.mn.us

General County Service Delivery and Access

There are problems with access to health care which include transportation and numbers of providers and specialty providers.

Transportation is a concern in the Watonwan County area, as we have limited public transportation. Public transportation does not run on evenings or weekends currently.

Another area of concern is accessing dental care. Very few dental providers will accept medical assistance. Watonwan County has been deemed a dental desert. The county agency makes referrals to places that are outside of the area, Open Door in Mankato, SMILES in Savage and HCMC in Minneapolis. These resources are rarely used due to transportation issues. Apple Tree Dental in Madelia does accept medical assistance, but they have a very long waiting list. Public Health has secured a grant to fund mobile dental services for the area however these services will not be sustainable without ongoing grant funding.

With Substance Use Disorder (SUD) reform there will be a lack of resources in our county to provide comprehensive assessments as well as substance use treatment services. Workforce development is a concern of our county.

Watonwan County provides its own Community Support Services. We also have a “Drop in Center/Resource Center” called Forever Friends which provides educational and social recreational opportunities for adults with Serious and Persistent Mental Illness (SPMI).

Watonwan County has a history of jointly planning and developing integrated mental health services with counties located in region 9. The health plans are encouraged to work with the county in this common purpose.

Watonwan County encourages involvement in family, civil and criminal court proceedings, pre-petition screenings and commitment hearings, and other issues including court ordered treatment.

Mental Health services are an ongoing concern as resources are limited in our county and the need is increasing. Increased collaboration with health plans to support innovation in the area of early intervention and prevention as well as focus on developing infrastructure to support rural needs related to mental health services.

Wilkin County:

County Administration:

Agency Name	Wilkin County Family Service Agency Wilkin County Public Health
Director's Name	David L. Sayler Becky Tripp
Address	Family Services PO Box 369, 227 6 th St N, Breckenridge MN 56520 Public Health PO Box 127, 300 5 th St S, Breckenridge MN 56520
Telephone Number	WCFSA 218-643-7161 WCPH 218-643-7122
FAX Number	WCFSA 218-643-7175 WCPH 218-643-7166
Procurement Contact Name Email Address	David L. Sayler dsayler@co.wilkin.mn.us Becky Tripp btripp@co.wilkin.mn.us

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number / Email Address
Social Services	Sarah Floan	Social Services Supervisor	sfloan@co.wilkin.mn.us 218-643-7161
Health Care Eligibility	Cindy Noetzelman	Financial Assistance Supervisor	cnoetzelman@co.wilkin.mn.us 218-643-7161
Public Health	Becky Tripp	Director	btripp@co.wilkin.mn.us 218-643-7122
Mental Health *Adult	Sarah Floan	Social Services Supervisor	sfloan@co.wilkin.mn.us 218-643-7161
Mental Health *Children	Sarah Floan	Social Services Supervisor	sfloan@co.wilkin.mn.us 218-643-7161
Substance Use Disorder	Sarah Floan	Social Services Supervisor	sfloan@co.wilkin.mn.us 218-643-7161
Transportation	Cynthia Sprung	Coordinator	csprung@co.wilkin.mn.us

General County Service Delivery and Access

Oral healthcare to people who face barriers to accessing quality care is a critical need. The inability to access dental care is a significant unmet healthcare need for low income and special needs children, adults and elders in Minnesota. The lack of access to dental care is an even greater challenge in rural Minnesota. Many factors contribute to this problem including a shortage of dentists, higher poverty levels, lower numbers of insured individuals or families, and geographic isolation, making access to oral healthcare in rural areas particularly acute.

The Wilkin County Family Service Agency is the primary provider of Rule 25 Assessments. Upon completion of the assessment and determination of level of care, the Wilkin County Family Service Agency assists the recipient in entering into a treatment program through coordination with the MCO. The responders are encouraged to consider supporting the continuum of care for recipients who at times require the need for sub-acute detoxification services. This is a critical component in the recipient's continuum of care as it pertains to Substance Use Disorder (SUD) Treatment. When medical treatment for detoxification is needed for recipients, these services are provided by the Clay County Receiving Center in Moorhead, MN.

The Adult Mental Health Initiatives have developed an array of regional mental health services to serve adults with serious mental illness or SPMI. The Becker, Clay, Otter Tail, and Wilkin (BCOW) Adult Mental Health Initiative (AMHI) promotes a partnership with local mental health providers, consumers, family members and advocates in the development and oversight of mental health services. Wilkin County has limited outpatient psychiatric services. Many adults are prescribed mental health medications by their primary health care physician/provider. It is imperative that collaboration occur with primary health care providers to promote and facilitate mental health screening, psychiatric consultations and referral resources/relationships between primary health care providers and the mental health delivery system. In addition, other resources need to be considered and utilized to support access to psychiatric care in rural Minnesota including transportation as well as telemedicine. It is important that the mental health system of care also support and facilitate physical health screenings and the integration of mental health and physical health care for their members. Many adult mental health consumers have co-occurring conditions of mental illness and substance use disorder. The screening of mental and substance use disorder needs of recipients and promotion of integrated treatment that incorporates IDDT (Integrated Dual Diagnosis Treatment) is an important aspect of the local mental health delivery system. However, funding to support IDDT has created challenges for providers.

The Wilkin County Children's Collaborative consists of partnerships between mental health providers, public health, probation, social services, schools and other local agencies focused upon the enhancement and expansion of prevention and intervention services for children with behavioral and emotional disturbances. Child and adolescent psychiatric care is a scarce resource in Wilkin County. Psychiatric care for children with emotional behavioral disorders is provided by psychiatrists who are willing to work with children as well as pediatricians. Accessing appropriate psychiatric care in a rural county such as Wilkin can create challenges and the need to use other types of resources such as transportation and telemedicine to support access to psychiatric care. Pediatricians are critical providers in the identification and treatment of emotional behavioral disorders of young children.

Children with co-occurring disorders present challenges in meeting their treatment needs. Collaboration and coordination among providers is needed to assure proper screening, assessment and treatment of co-occurring conditions such as substance use disorder, fetal alcohol syndrome and autism spectrum disorder. Such coordination and collaboration can be challenging as many health care providers have fiscal constraints that limit their ability to participate in consultation activities as current funding resources do not support those types of activities.

Wilkin County promotes the delivery of evidenced and/or research based practices in the delivery of children's mental health services. In addition, Wilkin County has promoted early screening, identification and intervention of mental health needs for young children through the use of the ASQ-SE. Collaboration with local public health agencies, pediatrician's, mental health agencies in the mental health screening of infants and toddlers, diagnostic assessment (DC: 0-3) and treatment for children ages birth to three is important to promote early identification and intervention.

Schools are also critical partners in meeting the mental health and behavioral needs of children. Partnerships exist in Wilkin County between schools, mental health providers and social services in the delivery of an array of mental health services.

Families also have direct impact in a child's mental health recovery. The current funding resources limit the mental health provider's ability to address the individual mental health treatment needs of children with family issues which have a direct impact on the child's recovery. It is a critical need to recognize the impact that the family system has on a child's mental health recovery. This recognition would need to include the understanding and fiscal resources to support therapeutic intervention with the family when the child is not present.

The Wilkin County Family Service Agency has a volunteer driver program, which can transport ambulatory, medically low risk, individuals without transportation resources, to medical appointments. Wilkin County requests approvals from the recipient's MCO 48 working hours in advance of the appointment. This is a volunteer program and rides will be provided when drivers are available and can safely transport individuals. Barriers to transportation include the fact that Wilkin County does not have public transportation running throughout the county. Public transportation only runs week days in the Breckenridge/Wahpeton catchment area. Breckenridge/Wahpeton has common carrier services, within the city limits and surrounding area, provided by two local Taxi Companies.

Public health agencies have developed a process for facilitating the communication of public health to each other, to MCOs, local providers, and policy makers. Through the use of an inclusive and interactive process, partnering opportunities have been identified to support the achieving of public health goals as it relates to immunizations, prenatal/postnatal/newborn outcomes, health promotion related to cardiovascular disease and cancer as well as Child and Teen Checkups.

Winona County:

County Administration:

Agency Name	Winona County
Director's Name	Ken Fritz
Address	202 West 3 rd St., Winona MN 55987
Telephone Number	507-457-6205
FAX Number	507-454-9381

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number / Email Address
Social Services	Karen Sanness	Community Services	507-457-6220
	Karen Bunkowski	Supervisor	507-457-6264
Health Care Eligibility	Naomi Morse	Community Services Supervisor	507-457-6261
Public Health	Jill Johnson	CHS Administrator	507-457-6552
Mental Health *Adult	Karen Sanness	Community Services	507-457-6220
	Karen Bunkowski	Supervisor	507-457-6264
Mental Health *Children	Karen Sanness	Community Services	507-457-6220
	Karen Bunkowski	Supervisor	507-457-6264
Substance Use Disorder	Karen Bunkowski	Community Services Supervisor	507-457-6264
Transportation	Naomi Morse	Community Services Supervisor	507-457-6261

General County Service Delivery and Access:

Health Care Services are accessed through health plans or straight MA.

Transportation to medical care is a problem. Appointments are missed due to the ride not showing up for the client. Relying so strongly on a volunteer driver program has created lack of availability often due to a lack of volunteers or a lack of volunteers able and willing to transport difficult clients or disabled persons. At times, staff are called upon to transport a client to an appointment/hospital.

Lack of local access to dental care, eye care, and psychiatric care creates problems. We lack local dental providers that will accept MA. Clients find themselves traveling to Rochester or Rushford for dental care. Dental rates paid to providers by MA are insufficient for providers to want to serve this population. A secondary issue is that some MA clients fail to keep their appointments, which poses a problem for the dental providers who cannot readily fill a chair for a no-show. A Mobile Dental Unit has been helpful and fills with patients, however, it is not always available to complete more complex dental work when discovered. However, this has only been available to children in our area, not adults.

The mental health needs and timely access to services for children is always a concern. This is especially evident for children who are in need of protection and are removed from their homes. There is a lack of mental health care providers in our area.

Prenatal and post-partum care should not be limited and public health nursing visits and lactation specialists also need to be provided. Car seats need to be provided, as this is a state law. Incentives to clients to maintain their health care and human services appointments should occur.

It has become increasingly difficult to find providers for long term care services. Home care agencies need to be reimbursed at rates that allow them to hire and provide adequate staffing to keep clients in their homes. Computer platforms that care coordinators are required to use need to be user friendly and straight forward.

The mission of Winona County Community Health Services is “to provide quality health care and educational services to the people of Winona County.” Winona County CHS has demonstrated knowledge in physical activity promotion through experience in our own employee wellness program.

Wright County:

County Administration:

Agency Name:	Wright County Health & Human Services
Director's Name:	Jami Goodrum
Address:	1004 Commercial Drive, Buffalo, MN 55313 <u>Address effective January 24, 2021:</u> 3650 Braddock Avenue NE, Suite 2100, Buffalo, MN 55313
Telephone Number	763-682-7411
FAX Number:	763-682-7701
Procurement Contact Name and Email Address:	Kate Dahl Kate.Dahl@co.wright.mn.us 1004 Commercial Drive, Buffalo, MN 55313 <u>Address effective January 24, 2021:</u> 3650 Braddock Avenue NE, Suite 2100, Buffalo, MN 55313

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number/email address
Social ServicesX Children	Michelle Miller	Manager (Children)	763-682-7480 Michelle.Miller@co.wright.mn.us
Social ServicesX Adult	Jill Pooler	Manager (Adult)	763-684-2302 Jill.Pooler@co.wright.mn.us
Health Care Eligibility	KimberlyJohnson	Manager - Financial Services	763-682-7412 Kimberly.Johnson@co.wright.mn.us
Public Health	Sarah Grosshuesch	Public Health Director	763-682-7404 Sarah.Grosshuesch@co.wright.mn.us
Mental HealthX Adult <input type="checkbox"/> Children	Diane Erkens	Supervisor	763-682-7402 Diane.Erkens@co.wright.mn.us
Mental Health <input type="checkbox"/> Adult X Children	Tarynn Anderson	Supervisor	763-684-8514 Tarynn.Anderson@co.wright.mn.us
Substance UseDisorder	Diane Erkens	Supervisor	763-682-7402 Diane.Erkens@co.wright.mn.us
Transportation	Christine Treichler	Supervisor	763-684-2331 Christine.Treichler@co.wright.mn.us

General County Service Delivery and Access

Wright County is located just west of the seven-county metro area. With a population of 141,337 (based on the 2020 census) it is the 10th largest county in Minnesota and one of the fastest growing. The county seat is Buffalo and the largest city is St Michael.

Wright County's border on the north is determined by the Clearwater River, on the northeast by the Mississippi River and on the east by the Crow River. There are numerous lakes and recreation areas throughout the county including Maria State Park. Major highways going through Wright County include: Minnesota State Highways 24, 25, 55, 101 and 241 as well as US Highway 12 and US interstate 94. Wright County is easily accessible from any direction or any part of Minnesota. According to the 2010 census, Wright County's population was 95% Caucasian, 2.4% Hispanic or Latino, 1% Black, 1.2% Asian, .3% Native American, and approximately 1% other.

There are two hospitals located in Wright County, Centra Care in Monticello and the Buffalo Hospital in Buffalo (affiliated with the Allina system). Wright County has seven nursing homes and numerous assisted living facilities. There are medical clinics in most communities with the exception of Maple Lake, Albertville, and Rockford. Many of the clinics offer a variety of specialists either on a full-time basis, once a week, or once a month. There is sometimes a wait to see a specific specialist at a local clinic.

Currently in Wright County, as in many other parts of Minnesota, there is a staffing shortage. This negatively affects the access of health care services to the elderly and disabled. Though Wright County may have adequate facilities, the services needed to make it possible for people to remain in their own homes are limited. It is difficult to find home care services when the payment source is medical assistance or waiver funding. It is slightly easier to find home care services when the payment source is Medicare. This may be due in part to a large differential in rates between the programs.

Dental care continues to be a service that is much harder for the disabled or elderly who are on medical assistance to access. There are numerous dental clinics in the county, but not all of them will accept medical assistance clients or if they do will only accept a limited number. We have a mobile dental clinic coming to Wright County once a month, which has been beneficial to our community. We are hopeful this access problem will be at least partially resolved in the next year as there are plans underway to open a dental clinic in the new Wright County Government Center which is currently under construction. This clinic is being built to serve Medical Assistance recipients in Wright County and the surrounding area.

Wright County does not have a county-wide public transportation system. The primary shuttle service we have does not go to every town daily and there are not specific or established routes. Community members call to schedule rides individually. To maximize their efficiency, the shuttle service attempts to combine trips for the patrons they serve whenever possible. This means often an individual is required to wait several hours for another person to be done with their appointment. This also makes it difficult to get to medical appointments made with short notice. This system is difficult for seniors or persons with disabilities to navigate.

The continuing staff shortage also significantly impacts the provision and accessibility of long-term care services. We have numerous providers struggling to hire and maintain quality staff. This creates a lack of resources for our rising demand for this service, leaving people with unmet needs.

Yellow Medicine County:

County Administration:

Agency Name	Yellow Medicine County Family Service Center
Director's Name	Rae Ann Keeler-Aus
Address	415 9 th Ave, Suite 202, Granite Falls, MN 56241
Telephone Number	320-564-2211
FAX Number	320-564-4165
Procurement Contact Name Email Address	Rae Ann Keeler-Aus raeann.keeleraus@co.ym.mn.gov

County Agency Contacts:

Area of Responsibility	Name	Title	Telephone Number / Email Address
Social Services	Josh Enderle Melissa Helgeson	Supervisor Supervisor	Josh.enderle@co.ym.mn.gov Melissa.helgeson@co.ym.mn.gov
Health Care Eligibility	Robin Schoep	Supervisor	Robin.schoep@co.ym.mn.gov
Public Health	Elizabeth Auch	Administrator Countryside Public Health	liz@countryside.com.swift.mn.us 320-843-4546
Mental Health *Adult	Melissa Helgeson	Supervisor	Melissa.helgeson@co.ym.mn.gov
Mental Health *Children	Josh Enderle	Supervisor	Josh.enderle@co.ym.mn.gov
Substance Use Disorder	Melissa Helgeson	Supervisor	Melissa.helgeson@co.ym.mn.gov
Transportation	Robin Schoep	Supervisor	Robin.schoep@co.ym.mn.gov
Other – Please List	Brenda Peterson	Supervisor	Brenda.peterson@co.ym.mn.gov

General County Service Delivery and Access

Yellow Medicine County, population 9,529, is located in the southwestern part of Minnesota and borders South Dakota on its western edge. Granite Falls is our largest community as well as the county seat. There are 9 incorporated communities plus the Upper Sioux Community in Yellow Medicine County. The total land area of YMC is 763 square miles. Yellow Medicine County is sparsely populated with people spread across a large land area thus creating much distance for amenities including food, healthcare, prescriptions, etc.

We have limited affordable housing and an extreme lack of child care in Yellow Medicine County.

Yellow Medicine County Family Services employs 36 staff members. Since we are a small county agency all of the staff must learn a variety of social service and eligibility programs. Our office hours are Monday – Friday from 8:00 am - 4:00 pm. We also have a social service on-call system.

Some of the services provided by Yellow Medicine County Family Services include:

Mental Health Services: Yellow Medicine County provides both adult and children's targeted case management services. Our community mental health provider, Western Mental Health, has satellite offices in both Granite Falls and Canby. They provide CTSS, Mobile Crisis, CSP, ACT and ARMHS services. Other services such as IRTS, CBHH and crisis services are offered in adjoining counties.

Chemical Dependency Services Yellow Medicine County currently employs a Rule 25 chemical use assessor. We work very closely with Project Turnabout which is a residential facility in Granite Falls that provides detox, inpatient, outpatient and assessment services. We do not have an LADC on staff so do not plan to provide Comprehensive Assessments effective July 1, 2022.

Public Health Services: Countryside Public Health is a 5-county collaborative public health entity. It has offices in Granite Falls, Benson, Madison, Ortonville and Montevideo.

Children's Services: Yellow Medicine County provides child welfare targeted case management and child protection under the Signs of Safety framework. All seven social workers have been extensively trained in the SOS practice.

Managed care enrollment for Yellow Medicine County is as follows:

F & C Enrollment:	1290	Under 65:	386
Senior Enrollment:	194		

Yellow Medicine County has an aging population and a number of persons receiving waived services. We rely on our provider system to meet the needs of the county. However, we have limited transportation options within the county that creates additional burden to accessing care. For example, we do not have early morning or evening access to public transportation. At times, a driver cannot be secured or does not show for the arranged transport. The transportation provider also does not transport children/youth without an adult chaperone. This makes it incredibly difficult for youth to attend outpatient chemical dependency treatment, specialize therapy, specialized assessments, etc.

Consumers access medical care within the county via Avera Granite Falls and Sanford Canby as well as larger neighboring cities that include the Avera, Sanford, and Carris health care systems. Transportation for medical care is of concern due to lack of drivers and lack of transportation services during off-peak hours. Urgent care

exists, but with limited access/hours. Services are often sought across county lines.

One primary concern that has been expressed over and over are the rates paid to our local providers. The rate adjustments or discount to charges undermine the financial health of our local medical, dental, chemical and mental health providers. They are not able to sustain the low rates paid by managed care.

With our heavy dependence on agriculture production, our consumers' needs increase and decrease based on the volatility of the agricultural economy. We have a population of working poor families that result in increased need for county social services.

Yellow Medicine County struggles with methamphetamine, opioid and other drug use as it relates to the number of children in out of home placement.

Yellow Medicine County is home to the Upper Sioux Agency and Prairie's Edge Casino Resort. This has added jobs to the area and income for tribal members. Our Social Service agency works very closely with the Upper Sioux Social Service department to coordinate services for ICWA children. We see a disproportionate number of Native American children in out of home placement.

The Yellow Medicine County Board of Commissioners have voted to join PrimeWest Health. The Managed Care Procurement Staff in Purchasing and Service Delivery at the DHS were notified of Yellow Medicine County's interest in county-based purchasing (CBP) via a Board Resolution signed on September 25, 2018.