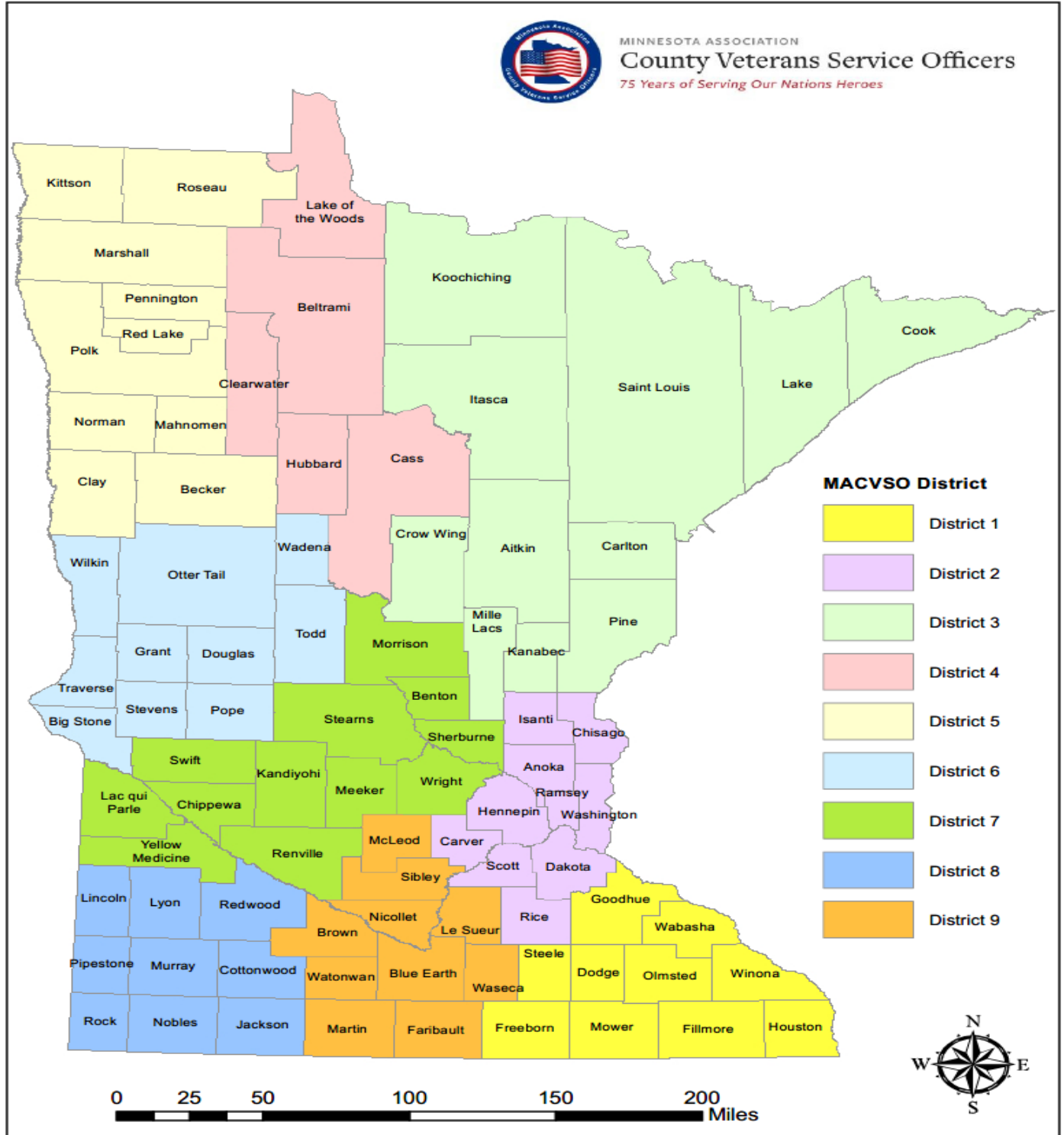


Minnesota County Veterans Service Office & Stakeholders

COVID-19 Special Operating Updates



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Minnesota County Veterans Service Office & Stakeholders

COVID-19 Special Operating Updates

Things are in a fluid motion of constant change and for many, this time of social distancing and isolation will be lonely and depressing.

We on the MACVSO Executive Board encourage Service Officers to practice kindness with every one you see over these next weeks. Call your known shut-in clients and make sure they are okay and have what they need. Visit with our new CVSOs and offer guidance.

Check out these resources and feel free to share with others:

Minnesota COVID-19 Updates: www.health.state.mn.us/diseases/coronavirus/index.html

US Dept of Veterans Affairs: www.va.gov/

Veterans Integrated Service Network (VISN 23): www.visn23.va.gov/

Area VA Medical Centers:

- Fargo VA Health Care System: www.fargo.va.gov/
- Minneapolis VA Health Care System: www.minneapolis.va.gov/
- St. Cloud VA Health Care System: www.stcloud.va.gov/
- Sioux Falls VA Health Care System: www.sioxfalls.va.gov/

VBA Regional Offices:

- Fargo: www.benefits.va.gov/fargo/
- Sioux Falls: www.benefits.va.gov/sioxfalls/
- St. Paul: www.benefits.va.gov/stpaul
- MDVA Press Releases: <https://mn.gov/mdva/news/pressroom/?id=1066-422936>
- Managing Stress and the Threat of COVID-19:
https://www.health.state.mn.us/communities/ep/behavioral/stress_covid19.pdf
- COVID-19 and Healthcare Responder Stress:
https://www.health.state.mn.us/communities/ep/behavioral/responder_covid19.pdf
- Parent/Caregiver Guide to Helping Families Cope With COVID-19:
https://www.nctsn.org/sites/default/files/resources/fact-sheet/outbreak_factsheet_1.pdf

Minnesota County Veterans Service Office & Stakeholders

COVID-19 Special Operating Updates

Agency	Status	Point of Contact
Assn of MN Counties (AMC)	<p>17 April Board Meeting is canceled. 16 April "Better Angels" postponed. Next Board Meeting: 6/19/2020.</p> <p>Executive Committee continues to operate via modern communications systems.</p>	<p>Julie Ring, Executive Director O: 651-224-3344 ring@mncounties.org</p> <p>Donna Haupert, Admin Assistant O: 651-789-4356 Haupert@mncounties.org</p>
Anoka County Vets Service	<p>Closed to public 17-30 March. Staff able to provide services via modern communications systems. veterans@co.anoka.mn.us</p>	<p>John Kriesel Director O: 763-324-4500 F: 763-324-1040 john.kriesel@co.anoka.mn.us</p>
Blue Earth Co. Vets Service	<p>All public facing offices closed 19-27 March, Re-evaluation may continue closure. Staff able to provide services via modern communications systems.</p> <p>Transportation to Minneapolis VA HCS will continue on ODD DATES.</p> <p>Staff able to provide services via modern communications systems.</p>	<p>Mike McLaughlin, Director michael.mclaughlin@blueearthcountyn.gov O: 507-304-4245</p> <p>Pat Corrow, patrick.corrow@blueearthcountymn.gov O: 507-304-4244</p> <p>F: 507- 304-4225</p> <p>Inquires or request can be submitted through: https://www.blueearthcountymn.gov/106/Veterans-Services Select "Contact Us" button.</p>
Board of Veterans Appeals (BVA)	<p>Eff: 3/16/2020 all in-person DRO hearings will be delayed till further notice.</p> <p>Regional Offices <u>will</u> contact Veterans pending DRO Hearings to offer telephone informal conferences. If Vets prefer in-person conferences, decisions <u>will not be</u> generated until the hearing occurs. Telephone offers will continue until advised otherwise.</p>	<p>Cheryl L. Mason, Chairman of the Board O: 202-632-5313 Cheryl.mason@va.gov</p> <p>Minnesota Points of Contact: Veterans Power of Attorney</p>
Brown County Vets Service	<p>No-in office appointments. Staff able to provide services via modern communications systems. Van to Minneapolis M & W. St. Cloud on Friday's.</p> <p>Screening riders upon request & day before travel.</p>	<p>Greg Peterson, Director O: 507-233-6637 or 233-6636 F: 507-233-6708 C: 507-217-6215 greg.peterson@co.brown.mn.us</p>

Minnesota County Veterans Service Office & Stakeholders

COVID-19 Special Operating Updates

Brown County Vets Service	<p>Rides only to VA facilities and health care facilities with clear screening policies for those with no other means of transport.</p> <p>Emergency Relief Fund available for County Veteran Residents.</p>	<p>Greg Peterson, Director O: 507-233-6637 or 233-6636 F: 507-233-6708 C: 507-217-6215 greg.peterson@co.brown.mn.us</p>
CareerForce Mankato	<p>Closed. Apply for Unemployment Insurance: www.uimn.org</p>	<p>Katie McNair, DVOP, MN DEED O: 507-593-9757 F: 507-389-2708 Katherine.mcnaair@state.mn.us</p>
Carver County Vets Service	<p>Walk-in service suspended 17-27 Mar. Minimum VSO staffing during biz hours.</p> <p>Contacts available by phone. Or public email: vsos@carver.mn.us</p>	<p>Dan Tengwall, Director O: 952-442-2323 C: 952-769-7956 dtengwall@co.carver.mn.us</p>
Cook County Vets Service	<p>Closed to all in-person appointments. Staff able to provide services via modern communications systems.</p>	<p>Pat Strand, Director O: 218-387-3639 F: 218-387-3620 Veteran.services@co.cook.mn.us Hours 8:00 - 4:00 M-Th, 8:00 - 1:00 Friday</p>
Crow Wing Co. Vets Service	<p>Closed to the public 17-31 March. Staff able to provide services via modern communications systems.</p> <p>Staff will meet customers in parking lot for signatures.</p> <p>Van rides still available to VA clinics for critical appointments only. Please reschedule all other appointments.</p>	<p>Erik Flowers, Director O: 218-824-1058 F: 218-824-1059 Erik.g.flowers@crowwing.us</p>
Dakota County Vets Service	<p>Facilities Closed until at least 1 April 2020.</p>	<p>Dustin Rockow, Interim Director O: 651-554-5851 C: 651-829-4246 dustin.rockow@co.dakota.mn.us</p>
DAV-Transportation Network	<p>Screening riders at time of ride request and the afternoon before trips.</p> <p>Vehicles supplied with sanitation items.</p> <p>Rides only to VA facilities and health care facilities with clear screening policies for those with no other means of transport. Continued...</p>	<p>Stephanie Zeimetz, Transportation Pgm Manager-St. Cloud VA Medical Center 320-252-1670 ext 6676 320-423-0620 Stephanie.Zeimetz@va.gov</p>

Minnesota County Veterans Service Office & Stakeholders

COVID-19 Special Operating Updates

	<p>Strongly encouraging rescheduling of non-essential future rides, or utilize others in the household to provide rides.</p> <p>Volunteer driver force will not be pressured to drive if they perceive or are at actual safety risk.</p>	<p>Central MN Service Area: 218-824-1058. Aitkin, Benton, Crow Wing, Kandiyohi, Meeker, Mille Lacs, Morrison, Sherburne, Stearns, Todd, and Wright counties.</p> <p>Minneapolis Metro Service Area: Gary Wagner-Scheduler: 612-467-2768</p> <p>North East Service Area: 218-204-0693. Barnum, Cloquet, Duluth, Hermantown, Moose Lake, Proctor, Two Harbors, and Superior. Rides to Superior VA Clinic.</p> <p>North West Service Area: 855-277-9787 Bemidji, Park Rapids, Wheaton.</p> <p>South East Service Area: 507-703-1139 Olmsted, Steel, Winona counties.</p>
DAV-Claims St. Paul VARO	<p>Suspending scheduled & walk-in's. Accepting calls & emails: 612-970-5665 - dav.vbaspl@va.gov Processing claims received via Post Office.</p> <p>BVA hearings canceled through 5/1/2020.</p> <p>Seminars in Golden Valley on April 23 and Hutchinson on May 2 are canceled.</p> <p>Veterans job fair scheduled for April 30, 2020 has been changed to a virtual event. From 11:00am – 3:00pm on the same day, see www.dav.org</p>	<p>Michael S. Medhaug, NSO Supervisor Office: 612.970-5665 Fax: 612.970-5671 Michael.Medhaug@va.gov</p>
DAV State Wide Donor Connect	<p>Suspended until further notice. Will not accept, nor facilitate disbursement of medical equipment.</p>	<p>Gerry Falkowski, Program Manager C: 651-210-1161 gerry.falkowski@gmail.com</p>
Debt Center (St. Paul VARO)	<p>COVID-19 affected Veterans & Family may request temporary financial relief of debt, call: 1-800-827-0648.</p>	<p>Gary Greenwood, Management Analyst 612-970-5423 gary.greenwood2@va.gov</p>

Minnesota County Veterans Service Office & Stakeholders

COVID-19 Special Operating Updates

Douglas Co. Vets Service	Open to public contact after screening. Staff able to provide services via modern communications systems.	Jake Turner, Director O: 320-762-3883 C: 317-938-3468 F: 320-762-3094 jacobt@co.douglas.mn.us
Faribault Co. Vets Service	Eff: 19 March Office is closed to the public. Staff able to provide services via modern communications systems.	Jenna R. Schmidtke, Director O: 507-525-6268 F: 507-526-4593 Jenna.schmidtke@co.faribault.mn.us
Hennepin Co. Vets Service	Resident-Facing Facilities are Closed. Staff will employ a variety of telecommuting methods with some in-office work time. Customers are encouraged to call: 612-348-3300 or intake email: VetService@hennepin.us	Neil Doyle, Director Ph: (612) 348-3300 Fax: (612) 596-7676 neil.doyle@hennepin.us
Isanti County Vets Service	County has closed doors to public contact until 1 April 2020. Staff able to provide services via modern communications systems.	Dan Meyer, Director O: 763-689-3591 F: 763-689-8307 dan.meyer@co.isanti.mn.us
Jackson County Vets Service	CVSO Staff relocated to off-site. No face-to-face meetings or interviews. No-House Calls. No Lakefield Library calls. CVSO is Skype & Face Time available. Forms will be mailed for signature.	Jeff Gay, Director Off-Site Office: 507-933-4576 Cellular: 507-530-8378 FAX: 507-847-2767 CVSO@co.jackson.mn.us
Kandiyohi Co. Vets Service	20 March – 13 April, 2020: County buildings closed to the public. Staff able to provide services via modern communications systems. No Van Transportation.	Trish Appeldorn, Director O: 320-231-6626 F: 320-231-7858 trish.appeldorn@kcmn.us
Lac qui Parle Co. Vets Service	All facilities closed to public until further notice. Staff able to provide services via modern communications systems.	Josh Beninga, Director Phone (320) 598-3445 Fax (320) 598-3403 josh.beninga@lqpc.com

Minnesota County Veterans Service Office & Stakeholders

COVID-19 Special Operating Updates

MAC-V All Locations	<p>Continue serving Veterans. Reducing physical office coverage and in-person meetings. Prefer email, text, phone calls.</p> <p>Homeless w/o media resources can walk-in on M-W-F.</p> <p>Vet Law Program: 651-200-4750 vetlaw@mac-v.org</p>	<p>Duluth: 218-722-8763</p> <p>Mankato: 507-345-8258</p> <p>Minneapolis: 612-726-1327</p> <p>Shaun Riffe - Development Director 833-222-6228 612-803-2886 Cell sriffe@mac-v.org</p>
McLeod Co. Vets Service	<p>Non-essential buildings closed to public (County Board Directed) Will not meet face-to-face in offices. May conduct in-home outreach with PPI.</p> <p>No VA Hospital Shuttle Operation Restrictions in effect to: 3/30/2020</p>	<p>Jim Lauer, Director Veteran Services McLeod County, MN (320) 864-1268 james.lauer@co.mcleod.mn.us</p>
MDVA-Hq Staff	<p>Beginning March 17: Campus Reps working from home. Other staff telecommuting as able.</p> <p>Reviewing relaxation of income/assets for Subsistence Program.</p>	<p>Bradley S. Lindsay Deputy Commissioner, Programs & Services Direct 651-757-1582 F: 651-757-1539 brad.lindsay@state.mn.us www.mdva.state.mn.us</p>
MDVA-Cemeteries	<p>Remain open for visitors & interments. Committal services allowed for less than 50 persons.</p> <p>See Cemetery Fact Sheets dated: 3/18/2020.</p>	<p>Duluth: Cory Johnson (218-520-0120) corys.johnson@state.mn.us Little Falls: Eric Sogge (320-616-2527) erik.sogge@state.mn.us Preston: Robert Gross (507-765-7320) Robert.gross@state.mn.us</p>
MDVA-Claims	<p>Fargo & St. Paul Staff remain available to assist CVSOS. ITF's and Appeals may be submitted w/o claimants signatures, please discuss with the Claims Rep.</p>	<p>Ron Quade, Director Claims/Field Ops O: 612-970-5789 C: 651-398-6977 F: 612-970-5796 ron.quade@state.mn.us</p>
MDVA-Vets Homes	<p>Ceased in-house dental care. Restricting visitors & vendors. [End of life visits on case by case] Single entrances enforced. Distributing Ipad devices for patient & family connectivity.</p>	<p>Douglas Hughes, Deputy Commissioner Veterans Health Care O: 651-757-1570 F: 612-548-5964 C: 651-341-7156 Douglas.hughes@state.mn.us</p>

Minnesota County Veterans Service Office & Stakeholders

COVID-19 Special Operating Updates

Meeker Co. Vets Service	<p>Building is Open, but doors are Locked. Staff able to provide services via modern communications systems.</p> <p>Will consult with clients at building entrance for emergency cases. Volunteer transportation in use for urgent care conditions.</p>	<p>Don Dufner, Director O: 320-693-5445 F: 320-693-5449 Donald.Dufner@co.meeker.mn.us</p>
Mnlps VA HCS	<p>Any sick/ill Veteran can call: 612-467-1100 (24/7) where medical staff will advise. If assessment indicates urgent or emergent disposition, Veteran will be instructed to call 911 or deliver self to the nearest E/R. VA Staff will attempt to provide a warm handoff to the receiving medical facility.</p> <p>All Veterans must use Outpatient Entrance & will be screened.</p> <p>Dental hygiene & Perio care is cancelled. Crowns & dentures will be delivered.</p> <p>Surgeries delayed to 6/1/2020. Vietnam Veteran Recognition Pgm on 3/30 is postponed.</p> <p>VA Video Connect (with your Doc) information here: https://youtu.be/2HZPs-BFBtw</p>	<p>Sandra Roy, Public Affairs Specialist Minneapolis VA Health Care System O: 612.467.2102 Sandra.Roy@va.gov</p>
Nicollet Co. Vets Service	<p>As of 3/19/2020 no public contact.</p> <p>VHA Van transportation is Suspended Indefinitely.</p> <p>Staff able to provide services via modern communications systems.</p>	<p>Nathan Tish, Director Gerald Dotson, Assistant Director O: 507-934-7870 F: 507-934-7876 C: 507-479-0805 nathan.tish@co.nicollet.mn.us Gerald.dotson@co.nicollet.mn.us</p>
Norman Co. Vets Service	<p>As of 3/20/2020 the Courthouse, including Vets Service Office are closed to the public.</p> <p>Staff able to provide services via modern communications systems.</p>	<p>John Rosenberger, Director O: 218-784-5494 F: 218-784-3729 john.rosenberger@co.norman.mn.us</p>

Minnesota County Veterans Service Office & Stakeholders

COVID-19 Special Operating Updates

Olmsted Co. Vets Service	<p>All public facing widows & meetings are closed 18 March to 6 April 2020.</p> <p>These buildings are closed to the public: 2117, 2110, 2122, PWSC & Parks Buildings.</p> <p>These OC Task Force partners have relocated:</p> <p>MACV (Guy Sing) gsing@mac-v.org 507-621-8552.</p> <p>DAV Transportation (Kati Carpenter) kati@davmn.org 507-703-1139</p> <p>Vets Center (Michael Kurschner) has halted weekly (Thursdays) counseling sessions. 651-644-4022.</p>	<p>Nathan Pike, Director O: 507-328-6355 F: 507-328-7950</p> <p>pike.nathan@co.olmsted.mn.us</p> <p>shumaker.jennifer@co.olmsted.mn.us</p> <p>laganiere.ashley@co.olmsted.mn.us</p> <p>General Email Contacts: csmailbox@co.olmsted.mn.us</p>
Ramsey County Vets Service	<p>March 17-23. Suspended all walk-up services, except for emergency & 24/7 operations.</p> <p>Staff able to provide services via modern communications systems. CVSOs will report to work daily.</p>	<p>Maria Wetherall Director O: 651-266-2544 F F: 651-266-2546 maria.wetherall@co.ramsey.mn.us www.ramseycounty.us</p>
Sherburne Co. Vets Service	<p>No public contact. Staff able to provide services via modern communications systems.</p> <p>Volunteer transportation program has been deactivated.</p>	<p>Bruce A. Price, Director O: 763-765-3100 Bruce.price@sherburne.mn.us</p>
Sibley Co. Vets Service	<p>Office is Closed. CVSO working remotely from another location.</p>	<p>Lisa Klenk, Director C: 507-766-1893 LisaK@co.sibley.mn.us</p>

Minnesota County Veterans Service Office & Stakeholders

COVID-19 Special Operating Updates

<p>St. Cloud VA HCS</p>	<p>Suspension of all Volunteer activities Van drivers expected to transport.</p> <p>All Veterans, visitors, volunteers, vendors will be screened upon arrival, entrance points:</p> <p>Bldg. 1-- Main Entrance, open 6 a.m. to 6 p.m. weekdays, 8 a.m. to 6 p.m. weekends</p> <p>Bldg. 116 -- Rehabilitation Center, open 6 a.m. to 4:45 p.m., Mon.- Fri.</p> <p>Bldg. 111 -- Outpatient Mental Health Clinic, open 7:30 a.m. to 4:30 p.m., Mon.- Fri. After 4:30 p.m. and weekends by appointment only.</p> <p>Continued...</p> <p>Veterans enrolled in the Mental Health Residential Rehabilitation Treatment Program (MH RRTP) may use the entrance from 6 a.m. to 10 p.m. 7 days a week.</p> <p>Bldg. 48/49 -- Entrance Pavilion, open 6 a.m. to 10 p.m., 7 days a week</p> <p>No Chapel (watch on CCTV 75) No filling of water bottles at VCS beverage dispensers</p> <p>Drink cups limited to one usage</p> <p>These programs are postponed: Clothesline Project, April 13-16 Employee Whole Health Fair, 4/ 21 Social Security 101 Seminar, April 22</p> <p>VA Video Connect (with your Doc) information here: https://youtu.be/2HZPs-BFBtw</p>	<p>Barry Venable, Public Affairs Officer O: 320-255-6353 F: 320-255-6389 barry.venable@va.gov</p>
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Minnesota County Veterans Service Office & Stakeholders

COVID-19 Special Operating Updates

Snow Globe PR	<p>Retainer Public Relations Firm for MACVSO, DAV of MN, American Legion, MACV, Minnesota Military Radio, DAV of MN Foundation</p> <p>Contact us for:</p> <p>Media Relations: Good news stories, public information campaigns</p> <p>Crisis Communications: Any direct connection to COVID-19 in the veteran community</p> <p>Influencer/key stakeholder engagement planning</p> <p>Internal messaging</p> <p>Event planning</p>	<p>Kevin Olson, Partner C: 651-212-0573 kevin@snowglobepr.com</p> <p>Anna Long, APR, Partner C: 612-636-4108 anna@snowglobepr.com</p>
Traverse Co. Vets Service	<p>As of 3/17/2020: Courthouse is closed to the public till end of month when situation will be readdressed.</p> <p>Staff able to provide services via modern communications systems.</p>	<p>Dustin Kindelberger, Director 320-422-7726 dustin.kindelberger@co.traverse.mn.us</p>
Todd County Vets Service	<p>Closed to the public until further notice.</p> <p>Staff able to provide services via modern communications systems.</p>	<p>Pete Berscheit, Director O: 320-732-4419 or 732-4418 F: 320-732-2011 pete.berscheit@co.todd.mn.us</p>
VA Regional Offices Nation Wide	<p>Starting March 19: No Public Contact for assistance with claims, counseling, and other in-person services.</p> <p>Veterans with claims specific or other questions may request information via Inquiry Routing & Information System (IRIS) or telephone at 1-800-827-1000.</p>	<p>www.va.gov 1-800-827-1000.</p>
VFW-Claims St. Paul VARO	<p>Starting 3/16/2020 NSOs working from home. CVSO-only phone line & mail checked daily. They encourage pdf documents to: vfw.vbaspl@va.gov</p>	<p>Jon Gohn, VFW Claims Director Phone: (612)970-5669 FAX: (612)970-5404 JON.GOHN@va.gov</p>

Minnesota County Veterans Service Office & Stakeholders

COVID-19 Special Operating Updates

Washington Co. Vets Service	<p>Closed to the public.</p> <p>Staff able to provide services via modern communications systems.</p>	<p>Ryan Carufel, Director O: 651-430-6895 F: 651-430-6832 Ryan.Carufel@co.washington.mn.us vso@co.washington.mn.us</p>
Wilkin Co. Vets Service	<p>Starting March 19: Suspending all walk-in appointments & van transportation services.</p> <p>Scheduled appointments with the CVSO with screening allowed.</p>	<p>Russ foster, Director O: 218-643-7134 F: 218-643-7148 rfoster@co.wilkin.mn.us</p>
Wright Co. Vets Service	<p>In-person visits suspended until further notice. Staff able to provide services via modern communications systems.</p> <p>VHA transportation through DAV Transportation Network: 320-252-1670, extension: 6676.</p>	<p>Greg Pickard, Director O: 763-682-7325 F: 763-684-4554 greg.pickard@co.wright.mn.us</p>