

Tips for Communicating with Winona County Dept. of Health and Human Services (DHHS)
Revised 8/2/22

Communication by Phone:

- **Phone numbers:** The main number and preferred general phone number for DHHS is 507-457-6500 (answering machine; leave message). An alternative general phone number for DHHS is 507-457-6200 (answered by staff, if available). The toll-free number is 844-317-8960 and the fax number is 507-454-9381.
- **Who/what to request if the phone is answered by a live person:** If the phone is answered by a live person, that person will ask what the caller is requesting and connect them to the department requested. There are “key phrases” that may expedite the discussion and connection, as follows:
 - Request for “child support” – will be connected to child support department
 - Request for “public assistance” – will be connected to cash, food, childcare and medical assistance
 - Request for “adult services intake” – will be connected to mental health, chemical dependency, developmental disability services and daycare and foster care licensing
 - Request for “elderly waiver” – will be connected to the elderly waiver team for assistance with referrals, assessment and case management.
 - Request for “public health” – will be connected to the public health department who can provide more information on WIC, evidence-based home visiting, maternal child visits, communicable disease prevention, and immunizations.
- **Who/what to request if the phone is answered by an agency recording with requesting a selection:** The recorded phone message for the 507-457-6500 phone number allows the user to select a number to choose which area they would like to speak to. As of 6/8/22, the recorded message is as follows:

You have reached Winona County Health & Human Services. Our normal business hours are Monday through Friday 8 AM to 4:30 PM. Please listen carefully as our options have changed effective 03/01/22.

Press 1 if you do not speak English. You will be directed to the Interpreters from Project Fine

Press 2 to register for a COVID-19 vaccine appointment

Press 3 to report child abuse, neglect, or maltreatment

Press 4 to report suspected abuse, neglect, or financial exploitation of a vulnerable adult

Press 5 for questions about Cash, Food, Childcare and Medical Assistance

Press 6 for Elderly Waiver Services and Referrals

Press 7 for the WIC Program, MCH, and the immunizations

*Press 8 for general information regarding mental health, chemical dependency, day care licensing, foster care licensing, or developmental disability services
Press 9 for questions about child support*

- **Who/what to request if the phone call goes to voicemail:** If a phone call to DHHS goes to a voicemail, leave a message. Do NOT assume that the recipient will see that you have called and will call back. LEAVE A MESSAGE!
 - State the name of the person who would like a return call and the phone number to call.
 - Make sure that the voicemail for the number provided for a call back is set up AND not full.
 - Give permission for DHHS to leave a detailed message on the caller's voicemail by stating, "It is ok to leave a message on my voicemail with the answer to my question" or something to that effect when you leave your original message.
 - If permission is not given for DHHS to leave a detailed message on your voicemail, the DHHS person returning the call will leave a generic message and ask you to call back.

Communication in Person at the County Office Building: DHHS's office hours are 8:00 a.m. to 4:30 p.m., Monday through Friday. Persons coming to the County Office Building for assistance should come to the reception area in the main lobby and wait for one of the receptionists to provide assistance. The person seeking help should let the receptionist know what type of help is being requested. The receptionist will help connect the individual with the requested resources, such as paperwork or connecting with a department or person for assistance. Please understand that not all employees will be immediately available to speak with you, so the person seeking assistance may have to leave a message or make an appointment for a later date and time. A drop box is also available at the main parking lot entrance.

Communication by E-mail:

- **E-mails to DHHS:**
 - Some DHHS employees have their own caseloads and can be e-mailed directly, whereas other employees work in a team, so e-mails should go to a generic team address. (See attached e-mail listing).
 - For example, DHHS employees in child support and LTC (long term care) units carry caseloads based upon the last name of the client (LTC) or person paying child support, so those employees can be e-mailed directly.
 - LTC TEAM = LTC, Waivers, Housing Support (GRH), SNAP, GA, MSA
 - Below are team e-mails for teams in the Income Maintenance Unit:
 - MAXIS Health Care Team: hcteam@co.winona.mn.us
 - MAXIS HC - Health Care for Aged, Blind, Disabled individuals not on LTC or Waiver
 - METS: mteam@co.winona.mn.us
 - METS - Health Care for families and individuals who are not Aged, Blind, Disabled, on LTC or Waivers

- FOOD TEAM: foodteam@co.winona.mn.us
 - FOOD TEAM - SNAP, MSA (single cash), GA and any SNAP case with Health Care
 - FAMILY CASH & CCAP TEAM: cashteam@co.winona.mn.us
 - FAMILY CASH - MFIP, DWP, CCAP
- The generic e-mail for Human Services is HServicesMailbox@co.winona.mn.us. The e-mail box is monitored and a staff member will route your e-mails to the appropriate recipient at DHHS.
- E-mails from DHHS: DHHS may use e-mail to contact a person if the person gives permission to use the e-mail.
 - Permission can be granted by including a sentence in an e-mail to DHHS which grants permission to e-mail back, such as “It is ok to e-mail me back with the document I need to sign” or “It is ok to e-mail me back with the answer to my question.”
 - There is also a space on the Combined Application Form where an applicant can consent to receive notifications by e-mail.
 - A person who wants to receive a response by e-mail could also leave a voicemail message with a DHHS employee stating that it is ok to respond by e-mail.

Communication by Texting: There is currently no policy on communication by texting. A pilot program on texting is being conducted in the child support unit and DHHS is looking at the legalities of texting.

Communication by U.S. Mail:

- Communication from DHHS: Much of the mail from DHHS is automated mail that is mandated to be sent. Although the letters usually do explain what is needed, there are sometimes multiple notices with different dates that say different things. In addition, if a person is involved in several programs they will get different notices for all of those programs. The following suggestions can help make communication by mail more effective:
 - Make sure DHHS has the most up to date address for the recipient
 - Sort letters by program and then by date. The most recent letter should have the most current information.
 - Call if there are any questions on what the paperwork means. DHHS staff is ready, willing and able to help!
- Communication to DHHS: The mailing address for DHHS is as follows:
 - Winona County Department of Health and Human Services
 - 202 West Third Street
 - Winona, MN 55987

MAXIS HEALTH CARE TEAM

hcteam@co.winona.mn.us

x6515 option 3 then option 2

METS

Mteam@co.winona.mn.us

x6515 option 3 then option 1

FOOD TEAM

foodteam@co.winona.mn.us

x6515 option 4

LTC TEAM

		<u>Client last name</u>
Christi Wieczorek	457-6257	A-D
Jessica Sullivan	457-6238	E-JOH
Nick Anderson	457-6276	JOI-MON
Emily Otto	457-6267	MOO-SCH
Sue Hartwick	457-6223	SCI-Z

FAMILY CASH & CCAP TEAM

cashteam@co.winona.mn.us

x6514

FRAUD

Tip Line

1-800-627-9977

Health & Human Services FAX 507-454-9381

HservicesMailbox@co.winona.mn.us

CHILD SUPPORT

		<u>NCP last name</u>
Julie Thompson	457-6226	Unknown - B
Tiffany Johnston	457-6212	C - F
Sarah Grams	457-6561	G - JOH
Elizabeth Burroughs	457-6230	JOI - MB
Brandon Zastrow	457-6214	MC - PRE
Debbie Suchla	457-6517	PRF - SP
Paula Timm	457-6242	SQ - Z

MAXIS HC - Health Care for Aged, Blind, Disabled individuals not on LTC or Waiver

METS - Health Care for families and individuals who are not Aged, Blind, Disabled, on LTC or Waivers

FOOD TEAM - SNAP, MSA (single cash), GA and any SNAP case with Health Care

LTC TEAM - LTC, Waivers, Housing Support (GRH), SNAP, GA, MSA

FAMILY CASH - MFIP, DWP, CCAP

NCP=Non-custodial parent