

*Olmsted County  
Veteran Services  
Veterans Advocate Newsletter  
April 2020*

## **Olmsted County statement on Governor Walz's Executive Order for all Minnesotans to stay at home through April 10**

Olmsted County will comply with Governor Walz's Executive Order directing all Minnesotans to stay at home to help contain the spread of COVID-19 from Friday, March 27, 2020 at 11:59 p.m. to Friday, April 10, 2020. This means that Olmsted County residents, and all Minnesotans, should only leave home when absolutely necessary for essential needs and to maintain essential services. This new order follows similar actions from our neighboring state of Wisconsin.

**As a result of the states' new stay at home restrictions, Olmsted County is making a few additional modifications concerning its facilities and services.** Most changes to the public facing services will be extended until May 4. Olmsted County will be suspending marriage license applications starting at 5 p.m. on Friday, March 27, 2020 until May 4, 2020.

The Recycling Center Plus will be closed to the public beginning at 4:30 p.m. on March 27 through April 10, 2020. Self-haulers are asked to check our website: [https://](https://www.co.olmsted.mn.us/environmentalresources/garbagerecycling/Pages/RecyclingCenterPlus.aspx?utm_content=&utm_medium=email&utm_name=&utm_source=govdelivery&utm_term=)

[www.co.olmsted.mn.us/environmentalresources/garbagerecycling/Pages/RecyclingCenterPlus.aspx?](https://www.co.olmsted.mn.us/environmentalresources/garbagerecycling/Pages/RecyclingCenterPlus.aspx?utm_content=&utm_medium=email&utm_name=&utm_source=govdelivery&utm_term=)

[utm\\_content=&utm\\_medium=email&utm\\_name=&utm\\_source=govdelivery&utm\\_term=](https://www.co.olmsted.mn.us/environmentalresources/garbagerecycling/Pages/RecyclingCenterPlus.aspx?utm_content=&utm_medium=email&utm_name=&utm_source=govdelivery&utm_term=)

for options during this closure. A full listing of Olmsted County's facility and service closures is available on our website: [https://www.co.olmsted.mn.us/news/Pages/Emergency-](https://www.co.olmsted.mn.us/news/Pages/Emergency-Declaration%2c-Press-Conference%2c-and-Facility-and-Service-Closures-.aspx?utm_content=&utm_medium=email&utm_name=&utm_source=govdelivery&utm_term=)

[Declaration%2c-Press-Conference%2c-and-Facility-and-Service-Closures-.aspx?](https://www.co.olmsted.mn.us/news/Pages/Emergency-Declaration%2c-Press-Conference%2c-and-Facility-and-Service-Closures-.aspx?utm_content=&utm_medium=email&utm_name=&utm_source=govdelivery&utm_term=)

[utm\\_content=&utm\\_medium=email&utm\\_name=&utm\\_source=govdelivery&utm\\_term=](https://www.co.olmsted.mn.us/news/Pages/Emergency-Declaration%2c-Press-Conference%2c-and-Facility-and-Service-Closures-.aspx?utm_content=&utm_medium=email&utm_name=&utm_source=govdelivery&utm_term=)



**UPDATED: MARCH 26, 2020**

As we respond to COVID-19, the Minnesota Department of Veterans Affairs (MDVA) remains committed to serving Minnesota Veterans and their families. We are following CDC and Minnesota Department of Health (MDH) guidance to provide a safe environment for both the Veterans and families we serve and our employees.

Minnesota State Veterans Cemeteries remain open for visitors who should practice social distancing.

**Effective Monday, March 30 at 8 a.m., we will be adopting restrictions similar to those taking effect at all VA National Cemeteries.**

**Services**

- Minnesota State Veterans Cemeteries will be open for direct transfer or direct interment ONLY.
  - Families who accompany will be asked to wait and may access the interment site after staff activity is complete and they have departed.
  - There will be no committal service or honors conducted onsite.
  - Families who have previously scheduled services and all incoming requests for burial will be notified.
  - Families will be offered the ability to schedule future memorial/celebration of life services, to include military funeral honors, onsite at a later date.
  - Cemetery representatives will meet with the appointed next of kin/Funeral Director outside of the Cemetery buildings when they arrive.

**Access**

- Access to the Cemetery Administration Building will be limited to Cemetery staff only.
- Access to the Grave Locator System which is separated from the Cemetery staff work areas will be allowed.
- Access to restroom facilities inside the Administration Building will be restricted.
- Cemetery grounds are still open to visitors.

We are available to discuss this situation and respond to your questions. Please contact Robert Gross, Cemetery Administrator, at 507-765-7320 or [info.cempr@state.mn.us](mailto:info.cempr@state.mn.us).

We appreciate your understanding during this challenging time.

Larry Herke, Commissioner  
Minnesota Department of Veterans Affairs



# HAWTHORNE EDUCATION CENTER

A COLLABORATION BETWEEN

Rochester Community and Technical College, Workforce Development INC., and Hawthorne Education Center

## Maintenance Professionals:

A Maintenance Professional works to keep offices, businesses, hospitals, government buildings and schools cleaned and maintained. They may also check and maintain heating and air conditioning systems. Many times lifting and carrying heavy objects is required. Maintenance Professionals must also follow the standards from the Occupational Safety and Health Administration (OSHA).

## Enroll In and Successfully Complete These Courses at Hawthorne:

- Career Pathways for Maintenance Professionals
- Northstar Digital Literacy Computer Preparation-must complete 9 computer modules:
  - *Northstar 1 Basic Computer*
  - *Northstar 2 World Wide Web*
  - *Northstar 3 Windows 7 & Windows 10*
  - *Northstar 4 Using Email*
  - *Northstar 5 Microsoft Word & Word 2016*
  - *Northstar 6 Social Media*
  - *Northstar 7 Excel*
  - *Northstar 8 PowerPoint 2016*
  - *Northstar 9 Information Literacy*
- Reading for College and Careers I or test at an ABE Level 5 on a CASAS Goals 907 or 908 assessment (Agreement with RCTC to recognize Reading for College and Careers I course experience).

## Receive additional help in the following areas:

- ✓ *Career planning and job placement*
- ✓ *Academic & financial support at both Hawthorne and RCTC.*
- ✓ *Individual support as you balance the demands of life, work, and school.*

## Transition to RCTC for the following courses and trainings:

- **Osha 30-Industry recognized credential**
- **Beginning Boiler-Minnesota Special Engineering Boiler License**

## Requirements to begin the Maintenance Tech Program at Hawthorne include:

- GED or High School Diploma
- Minimum placement test scores

*If interested please call Hawthorne Education Center for an appointment at 507-328-4486*



# Your Voice Counts!

## Help make sure Veterans in Minnesota are counted in the 2020 Census

Each year, Minnesota communities receive 15 billion dollars from the federal government on the basis of the Census count.

That's \$ 15,459,175,947!

- \$2,796 per Minnesotan per year
- \$27,960 per Minnesotan per decade

### Programs whose funding is affected by the Census

**\$2,850,000**

Veterans Housing Rehabilitation and Modification Program

**\$116,436,000**

Disabled Veterans' Outreach Program

**\$45,000,000**

Homeless Veterans' Reintegration Program

**\$300,000,000**

Supportive Services for Veteran Families Program

An accurate and complete 2020 Census count is vital to our community and state. Here are some of the most important things to know.

#### Who gets counted?

Everyone! The census is mandated by the U.S. Constitution and counts all people who reside in the United States, regardless of citizenship or immigration status.

#### How do I get counted?

Online, by telephone, or via mail. This is the first Census to go digital, so you can fill out your household survey on your home computer, phone, tablet, or even at the public library!

#### When is the Census?

Starting in March 2020, the U.S. Census Bureau will mail letters to every household in the United States inviting all to respond to the Census survey. Every household should receive a letter requesting that they complete a census survey online, by mail, or phone by Census Day on April 1, 2020.

#### Why do we have a census?

The data collected from the Census is used to make sure everyone is equally represented in our political system, and that government resources are allocated fairly. The Census data determines how many congressional seats a state receives; how much federal funding will be allocated to local communities for public services and infrastructure needs; and provides a picture of the changing demographics of the country.

Data Source: GW Institute of Public Policy, Counting for Dollars 2020: The Role of the Decennial Census in the Geographic Distribution of Federal Funds, Andrew Reamer, Research Professor. These numbers show the potential misallocation of Federal funds that may occur with a Census undercount.

## **FROM VA ROCHESTER CBOC**

**3/26/2020**

Your safety and the safety of our employees is our top priority during this COVID-19 (Coronavirus) Pandemic.

### **PLEASE READ**

- 1. IF YOU HAVE A QUESTION AND DO NOT NEED TO BE SEEN URGENTLY, PLEASE RETURN HOME AND CALL THE CLINIC AT 507-252-0885. If you are experiencing a medical emergency, please call 911.**
- 2. We do NOT TEST FOR COVID-19 at this clinic, if you have concerning symptoms, return home and call 612-467-1100 option #3 to speak with an RN.**
- 3. Routine appointments are on hold until 6/1/20. Our team will contact you with options, including-phone, video to home, or rescheduling of your appointment. You may have one care attendant assist if medically necessary and we direct you to keep your in-clinic appointment. (No visitors under the age of 18 are allowed.)**
- 4. If you are experiencing a mental health crisis, please call the Veteran Crisis Line at 800-273-8255. The Mental Health team will be available in the clinic if you present with a crisis.**
- 5. Please call the pharmacy for medication refills at 855-561-1721 or to speak with a Pharmacist call 612-467-2090.**



## My VA Primary Care Team: Rochester Clinic

### WHAT TO DO....

	If you have or need...	You should...
<b>URGENT EMERGENCY</b>	Any <b>serious</b> medical emergency Possible Stroke Chest Pain Extreme Shortness of Breath	1 Call <b>911</b> or go to the <u>nearest ER</u> immediately a. Call the <b>Veteran Crisis Line</b> at <b>800.273.8255</b> ; available 24/7 to talk with someone if you're thinking of harming yourself or someone else 2 <b>Within 72 hours</b> : Notify the VA of any Non-VA ER care/hospital admissions by calling <b>612.467.2019</b> 3 Fax your Non-VA ER visit documentation to the number given to you by the Non-VA care staff 4 Schedule a follow-up appointment with your primary Care Team as soon as possible.
	Thoughts of harming yourself and/or others.  You can always go to the Minneapolis ER, but in an emergency, get help fast!	
<b>NON-EMERGENT/ NON-URGENT</b>	Any <b>non-emergent or non-urgent</b> medical issues or concerns:  Cough or Congestion  Back Pain  Problems with urination	Call <b>612-467-1100</b> , option # 3.  <b>After hours call the nurse line at 866.687.7382</b>  Available 24 hours a day, 7 days a week
	Pharmacy Needs: Medication refills or questions Diabetic supplies (syringes, lancets, and test strips only) Glucometers are issued by your Primary Care team only.	Call the Pharmacy Refill Line at: <b>855.560.1721</b>  Have your full social security number and prescription numbers ready. To speak with pharmacy staff call: <b>612.467.2090 ext # 3</b>
	Problems with your Glucometer	Call Accu-Chek Customer Care @ <b>800.858.8072</b>
	Secure Messaging Is Used to: Alert your team to any non-urgent questions Update on health conditions Refill medications  See your appointments Access medical records and lab results	Go to <a href="http://www.myhealth.va.gov">www.myhealth.va.gov</a>  Click the button:  <b>Send a message to your provider!</b>
<b>ROUTINE</b>	Still need an appointment with your Primary Care Team? Need an appointment in Minneapolis?	Call the Appointment Call Center at <b>612.467.1100</b>
<b>PHONE NUMBERS/ ADDRESSES</b>	Veteran Crisis Line: <b>800.273.8255</b>	Transfer Primary Care to different VA: <b>612-467-1991</b>
	Triage Line: <b>612-467-1100 option 3</b>	Minneapolis billing office: <b>1-866-347-2352</b>
	After hours nurse line: <b>866.687.7382</b>	Outstanding bill from outside provider: <b>1-877-881-7618</b>
	Pharmacy Refills: <b>855.561.1721</b>	Dental Billing: <b>1-888-795-0773</b>
	Pharmacy Staff Questions: <b>612.467.2090 ext #3</b>	Tri-West Billing: <b>1-866-606-8198</b>
	Appointment Call Center: <b>612.467.1100</b>	Travel or Ambulance Question: <b>612-467-1396</b>
	Local Appointment Call Center: <b>507-252-0885</b>	Prior Authorization for Community Care: <b>612-467-6565</b>
<b>Rochester VA: 3551 Commercial Dr SW Suite 400, Rochester, MN 55902</b>		
<b>Minneapolis VA: 1 Veterans Dr, Minneapolis, MN 55417</b>		

**Thank you for your service! We look forward to serving you!**



### **PTSD Support Group**

SEMCIL, and Olmsted County Veteran Services is offering a support group for Veterans that have been diagnosed with PTSD, or those who have signs and symptoms of PTSD, and their family members. Sometimes the most painful injuries aren't physical. Whether it's PTSD, TBI, combat stress, or any other mental health condition, we're here to help you get through it. The group will be facilitated by Jennifer Shumaker, Veteran and Olmsted County Veterans Service Officer.

**CANCELLED**

At SEMCIL and Olmsted County Veteran Services the safety and well-being of our veterans and our employees is one of our top priorities, today and every day.

We continue to track updates regarding the Novel Coronavirus (COVID-19) and assess how the virus may impact upcoming meetings. We look to Health officials and the Centers for Disease Control and Prevention (CDC), as well as other authorities, for guidance to inform any decisions on cancellations or postponements. At this time, we are cancelling our plans for the PTSD Support group, which is scheduled Thursday, April 30, 2020.

As the situation evolves, we will continue to provide timely updates, as necessary. Please share this e-mail with any other veterans as you feel appropriate.

**CANCELLED MARCH AND APRIL**  
**630pm-800pm**  
**VFW**  
**2775 43rd Street NW**  
**Rochester, MN 55901**  
**Jennifer Shumaker**  
**(507) 328-6324**  
**shumaker.jennifer@co.olmsted.mn.us**

*“To promote the interests and welfare of veterans, their dependents and survivors and to enhance their quality of life through counseling, claims assistance, education, advocacy and special projects.”*

Veteran Services  
2100 Campus Drive  
SE, Suite 200  
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COUNTY OF  
*Olmsted*

