

March 23, 2020

All Residents
Ramsey County, MN

COVID19 Resources

Dear Resident:

The COVID-19 pandemic has impacted much of our city and state we realize many in our community may be dealing with disruptions to their daily routines, health, and income. In an effort to help connect resources with those who are interested in additional assistance due to these disruptions we have compiled a list of resources that are available in Hennepin county. Please review the following list if you would like assistance in any of these areas:

- **Health Information regarding COVID-19:**
 - o MN Department of Health has issued public fact sheets regarding the symptoms and information about the virus.
 - A copy of this has been attached and is also available in multiple languages at their website: <https://www.health.state.mn.us/diseases/coronavirus/materials/index.html>
 - A hotline for health questions has been set up at 651-201-3920 or 1-800-657-3903
 - o There is a Crisis hotline to call or text in case of mental health crises:
 - Call CRISIS [274747] from a cell phone to speak with a trained Crisis Counselor
 - Text CONNECT [741741] to be connected to text with a trained Crisis Counselor
- **Unemployment Expansion due to COVID-19:**
 - o On March 16, 2020, Minnesota Governor Tim Walz issued an executive order to ensure workers affected by the COVID-19 pandemic have full access to unemployment benefits.
 - If you have experienced disruptions to your employment income please access unemployment insurance information regarding COVID-19 issues at <https://www.uimn.org/applicants/needtoknow/news-updates/covid-19.jsp>
- **Community and Food Resources for COVID-19 impacted community members:**
 - o St. Paul offers a community Mitigation hotline for issues relating to Schools, Childcare, and Business questions at 651-297-1304 or 1-800-657-3504
 - o United Way has created a COVID-19 response which includes assistance finding food, paying housing bills, accessing free childcare, or other essential services. Information for United Way assistance can be found at their website, <http://www.211.org/services/covid19>, or by phone by dialing 211.
 - o A list of food assistance programs and food banks can be found on the Ramsey County Website at <https://www.ramseycounty.us/residents/health-medical/current-health-issues/coronavirus-disease-2019-covid-19/community-resources>
 - o If you or someone you know is experiencing a domestic situation please contact the National Domestic hotline at 1-800-799-7233
- **Housing & Utility Resources:**
 - o Ramsey County offers a number of housing-specific rental and legal assistance, and this information can be found on their website at: <https://www.ramseycounty.us/residents/assistance-support/assistance/rental-assistance>
 - o City of St. Paul Mayor Melvin Carter declared on March 12 that water shut-offs would be suspended for 30 days and will discuss extending that on April 14th.

- Xcel Energy will not disconnect services to any residents until further notice. Information regarding this suspension can be found at their website: https://www.xcelenergy.com/covid-19_response

- **Internet Services Available in response to COVID-19**
 - USI has a couple of WiFi options for Minneapolis area residents:
 - Select 'City of Minneapolis Public WiFi' or 'USI Wireless' network on your mobile device and you will be connected. The process is similar to using WiFi at a coffee shop or the airport. No password or credit card is required to sign in.
 - These networks are available throughout the City of Minneapolis. Check the signal strength for your best option based on your location.
 - Go to the Wireless Minneapolis webpages for the WiFi Coverage map at: <http://www.minneapolismn.gov/wireless/index.htm>
 - Contact US Internet by phone at 1-800-US-Internet; by email at info@usinternet.com; or by text at 952-253-3277 with questions
 - Comcast has opened their Xfinity network and is offering unlimited data for free:
 - For a map of Xfinity WiFi hotspots please visit www.xfinity.com/wifi. Once at a hotspot, select 'xfinitywifi' network name and open your internet browser
 - For low-income families, Comcast is offering free home internet for the first 60 days
 - Refer to Comcast's COVID-19 resources page for more information: <https://corporate.comcast.com/covid-19>
 - Century Link is canceling shut-offs and will remove late fees for the next 60 days. They ask that you contact them before your bill is late so they can work with you. They can be contacted at 800-244-1111.

- **Further updates about the COVID-19 response & resources can be found at the following websites:**
 - <https://www.stpaul.gov/departments/emergency-management/coronavirus-covid-19> [City of STPL]
 - <https://www.ramseycounty.us/residents/health-medical/current-health-issues/coronavirus-disease-2019-covid-19> [Ramsey County]
 - <https://www.health.state.mn.us/diseases/coronavirus/index.html> [State of MN]

As valued members of our community we want to ensure you are offered as much community support as is available, and hopefully the above list of resources is helpful to that end. If you have any questions or concerns about information in this letter or any other concerns related to your tenancy and COVID-19 please do not hesitate to reach out to us.

Sincerely,



Peter Ellison; Site Manager
Property Solutions & Services, Inc.