



Northwest Hennepin Family Service Collaborative (NWHFSC)

COVID-19 update

Dear friends of Northwest Hennepin Family Service Collaborative (NWHFSC),

We are reaching out to share our near-term plan as our communities address the current COVID-19 health crisis. At NWHFSC, our work is to provide family advocate services, immunizations, preventive mental health, and resources for families and children impacted by poverty. We have a long history of working collaboratively and continue to be committed to being a part of northwest Hennepin area family successes.

We understand that needs for resources and support may increase during this time. In response, while the NWHFSC and partner offices are closed to staff and clients, we will be continuing to serve clients in each of our program areas, remotely.

Here are the ways that we are continuing to prioritize our clients and offer care:

- Our teams are **developing outreach and service plans for their clients**. We know that for the near-term we are planning to continue preventive mental health for middle school age students, family advocate services, and other essential services **for existing appointments** based on our capacity and mandates.
 - Each active client of immunization, family advocate case management or preventive mental health will be receiving a check-in this week to help make a plan that meets their needs. We will **innovate ways to support**
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our clients, including telmed check-in's with preventive mental health clients when feasible.

- To help provide a safety net and clarity for our clients, we are **collaborating closely with our health systems, school district and nonprofit partners** to best serve our communities during this time and support our direct service practitioners in meeting their system requirements

NWHFSC will continue to share updates to support access to our programs as our community response evolves. Based on the experiences of other communities across the nation, we expect that we will likely need to reduce these services in the coming weeks.

While we have the capacity and means to do much of our work remotely, we want to do all that we can to support the children and families that we serve. Working together. Supporting family success.

Sincerely,

Rachel Harris, MA

NWHFSC Coordinator as of March 5, 2020



About NHFSC

Founded in 1996, the NWHFSC is a Minnesota state-initiated collaborative that pools resources and knowledge to provide health and human services for people

experiencing poverty. Three school districts and their associated nine cities comprise the Northwest Hennepin Family Service Collaborative area. School district representatives, healthcare businesses and community members serve on the Board of Directors. Learn more at www.nwhfsc.org.

Partner Profile: Portico Healthnet

Helping People Navigate The Health Care System

We help uninsured individuals and families access affordable coverage and care.

- MNSURE ENROLLMENT ASSISTANCE**
We'll guide you – one-on-one – through the insurance application and enrollment process.
- HEALTH SYSTEM NAVIGATION**
We'll help you find your way through the complex system of health care coverage.
- NAVIGATOR TRAINING**
We prepare MNSure Navigators to support you in accessing the best possible care.

Portico Healthnet's mission is to reduce the number of people without coverage for health care services. Did you know you can apply for Medical Assistance and Minnesota Care year-round? Call Portico today at 651-603-5100 to learn more about your options. Learn more about Portico Healthnet.

NWHFSC News

NWHFSC hires a new coordinator.

In March 2020, NWHFSC welcomed Rachel Harris as their new coordinator. Rachel is passionate about creating positive community impact. Her previous work includes the St. Louis Park Mental Health Collaborative organizational

development, nonprofit leadership, and government services. She earned a Master of Arts in Organizational Leadership from St. Catherine University and received a Notable Alumni Award in 2014. She lives in St. Louis Park with her fiancé, Dan. Rachel looks forward to working together with you supporting family success.

[View Northwest Hennepin Family Service Collaborative website](#)

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