



What is Vail Place?

Vail Place is a recovery model for adults who have serious mental illnesses. Vail Place has a variety of services to help and support you. Listed below are the services and programs we provide.

What are Case Management Services?

A Case Manager can work with you to help you get connected to the services you want and need to support your independence, health and recovery. Case managers meet you at your home, or in the community, at least once per month. Case managers may meet you more frequently as needed.

What are Care Navigation Services?

A Care Navigator can help you, your family or involved care providers in obtaining mental and/or physical health assessment, treatment, resources, support, and education. This mobile service is short term in nature, typically lasting no longer than three months. Care Navigators meet you in the community or your home to help connect you to services and supports. This service is limited to individuals connected to North Memorial Health and affiliated clinics.

What are Vail Care Services?

Vail Care is a service provided by a team of individuals, a nurse and others who help you in all areas of your life. The team members' assist you in getting medical and mental health services and find social and community supports. Staff work with you in your home and in the community and help you create a Health Action Plan, provide coaching and support to help you in meet your health goals.

What are Clubhouse Community Support Services?

The Clubhouse Model centers on community, relationship building and opportunities for you on your recovery journey. These opportunities help you find friendships, employment, education, housing, health and wellness and a broader connection to the community. Vail Place is located in two locations:

- 1412 W. 36th Street, Minneapolis, MN 55408
- 15 S. 9th Avenue, Hopkins, MN 55343

What are Diagnostic Assessment Services?

A Diagnostic Assessment (DA) is a face to face interview with a Mental Health Professional or a trainee. The interview typically takes 60 to 90 minutes. You need a current DA to get some services.

Case Management Contacts:

Jason Bruss, Case Management Program Assistant
Phone: 952-945-4275
Fax: 952-938-7934
jbruss@vailplace.org

For case management referrals contact Hennepin County Front Door service at 612-348-4111.

For North Memorial Health Case Management referrals fax completed referral packet to 952-938-7934.

Care Navigation Contact:

Dan Neumann, LICSW
Phone: 612-750-4827
Fax: 952-945-4219
dneumann@vailplace.org

Provide the following referral information:

Name; DOB; physical health diagnoses, mental health diagnoses, MRN and reason for referral.

Vail Care Contact:

Julie Plante, RN
Phone: 952-807-6337
Fax: 952-945-4257
Triage line: 952-945-4225
jplante@vailplace.org

Referral packets available upon request.

Clubhouse Services Contact:

Katie Leverentz, LSW, Intake Coordinator
Phone: 952-945-4260
Fax: 952-283-2312
kleverentz@vailplace.org

Diagnostic Assessment Program Contact:

Dan Neumann, LICSW
Phone: 612-750-4827
Fax: 952-945-4219
dneumann@vailplace.org

Vail Place Services

| Ranking these items will help you consider what program(s) may be a fit for you | Case Management | Care Navigation | Vail Care | Clubhouse CSP | Diagnostic Assessment Program |
|--|-----------------|-----------------|-----------|---------------|-------------------------------|
| I need assistance to find housing/I am homeless | X | X | | X | |
| I need help to keep my housing | X | X | X | X | |
| I need assistance in getting benefits like social security, insurance, etc. | X | X | | | |
| I want employment search and support | X | X | | X | |
| I need social connections and supports | | | | X | |
| I need longer term 1:1 support from a staff (3 months or more) | X | | X | | |
| I need shorter term, intensive 1:1 support from a staff (3 months/less) | | X | | | |
| I need occasional support from a staff | | | | X | |
| I would like support from a team to address my health goals (team includes a nurse) | | | X | | |
| I would like to learn healthy lifestyle routine | | | X | X | |
| I need help making appointments and arranging transportation to them | X | X | X | | |
| I need a program to help me manage one or more health conditions | X | | X | | |
| I need help setting goals and strategies regarding my physical health | X | | X | X | |
| I need help navigating mental, physical health and social services | X | X | X | | |
| I prefer going to program/place where I can get support in the community | | | | X | |
| I prefer having my services provided in the community or at my home | X | X | X | | |
| I need a Diagnostic Assessment completed so I can access other services | | | | | X |
| Information your staff or provider will find helpful to determine what programs you are eligible for: | Case Management | Care Navigation | Vail Care | Clubhouse CSP | Diagnostic Assessment Program |
| Individual is 18 + | X | X | X | X | X |
| Individual has a serious and persistent mental illness (SPMI) such as Schizophrenia, Bi-Polar disorder, Major Depressive Disorder, Borderline Personality Disorder, etc. | X | X | X | X | X |
| Individual has serious mental illness (SMI) such as generalized anxiety disorder or general depression | | X | X | | X |
| Individual must be enrolled in Medicaid for this service | | | X | | X |
| Must be a Hennepin County resident | X | | X | | |
| Care Navigation is only eligible to individuals connected to NMH and BFMC | | X | | | |
| Rapid Access (intake service) is eligible for North Memorial | X | | | | |
| Individuals is enrolled in Care Coordination and clinics who are receiving reimbursement are NOT eligible for | | | X | | |
| Individuals are excluded from these services if they have case management services from an ACT team or other CM services | X | X | X | | |
| Individuals may receive this service if they have waived services i.e. CADI or TBI. | X | X | X | X | X |