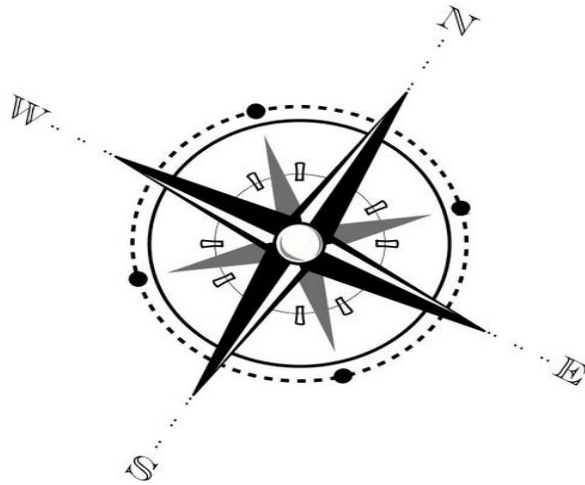


# For Your Health:



## A Compass to Navigate Mental Health & Chemical Health Resources In South Hennepin

August 2009

The Hennepin South Services Collaborative (HSSC) is a human services organization serving South Hennepin County. HSSC's mission is to provide research and planning to identify emerging needs and gaps in human services for residents of South Hennepin County and to coordinate existing services and develop potential resources to facilitate solutions.

This guide was compiled by Hennepin South Services Collaborative's Health & Mental Health Coordination Team. It is intended to assist people who live, work, or go to school in the South Hennepin area to assist them in finding resources for mental/chemical health related services. It is meant to contain services accessible to low income individuals and families, immigrants and refugees, and/or seniors.

Neither HSSC nor the Health/Mental Health Coordination Team endorses any of the services contained in this information booklet. Although the team made many efforts to ensure the accuracy of this information, we are aware that omissions or errors may occur. If you know of additional resources or corrections for future publications please contact:

Hennepin South Services Collaborative  
9801 Penn Avenue S., Bloomington, MN 55431  
952-922-5999

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# Insurance

## Private Insurance Companies

**Assurant Health:** 651-361-4000 or 866-866-4488; [www.assuranthealth.com](http://www.assuranthealth.com)

**Blue Cross Blue Shield:** 651-662-5050 or 800-382-2000; [www.bluecrossmn.com](http://www.bluecrossmn.com)

**HealthPartners:** 952-883-5599; [www.healthpartners.com](http://www.healthpartners.com)

**Medica:** 952-945-8000 or 800-952-3455; [www.medica.com](http://www.medica.com)

**Portico:** 651-603-5100; [www.porticohealthnet.org](http://www.porticohealthnet.org)

**PreferredOne:** 763-847-4477 or 800-997-1750; [www.preferredone.com](http://www.preferredone.com)

**United Health Group:** 800-328-5979; [www.unitedhealthgroup.com](http://www.unitedhealthgroup.com)

## County and State Medical Insurance

**Prepaid Medical Assistance Program:** includes 4 plan options: UCARE, Medica, Metropolitan Health Plan, and Health Partners. A federally and state-funded program, providing health care services for low-income families, children, pregnant women, and people who are 65 or older or have disabilities. Contact information: Economic Assistance 612-596-1300 or Hennepin County 612-348-4111 or [www.co.hennepin.mn.us](http://www.co.hennepin.mn.us)

**MN CARE:** MinnesotaCare is a health care program for people who live in Minnesota. There is no health screening, income and program guidelines need to be met to qualify. Contact information: Minnesota Care is 651-489-2273

**GAMC:** Prepaid General Assistance Medical Care program pays for medical care for Minnesotans who don't qualify for Medical Assistance or other state or federal health care programs. These are mostly low-income adults between 21 and 64 without dependent children. Contact information: Economic Assistance 612-596-1300 or Hennepin County 612-348-4111 or [www.co.hennepin.mn.us](http://www.co.hennepin.mn.us)

## Insurance Connectors

**Portico:** a nonprofit health and human services organization that helps uninsured Minnesotans access affordable health coverage and care. 651 603-5100 or [www.porticohealthnet.org](http://www.porticohealthnet.org)

**RXConnect:** a website providing information about prescription medicine, safety and cost-saving tips, and programs to help Minnesotans pay for prescription medications. [www.minnesotarxconnect.com](http://www.minnesotarxconnect.com)

**Senior Linkage:** a statewide program that links people with the local Area Agency on Aging connecting seniors and their caregivers to health and supportive services; 800-333-2433.

## Points of Referral

### Eden Prairie FamiLink Resource Center

The resource center staff provides information and referrals to community resources related to housing, financial assistance, education, employment, family or health care supports, legal services, childcare and more. The staff will investigate resources, do the leg-work necessary to discover the best resources for a family or individual's situation, and follow-up to ensure that callers have been connected to resources that meet their needs.

**Cost /Payment Options:** free

**Location:** The City of Eden Prairie's Housing and Community Services Division on the lower level of Eden Prairie Center.

**Phone Number:** 952-294-5950

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### Family Multicultural Resource Center

In the future, collaborative agencies may provide information and services related to health, English as a second language, legal, computer classes (offer preschool/childcare for adult taking classes), and the Richfield schools for families from diverse populations who live in the south Hennepin including Bloomington, Eden Prairie, Edina, Richfield and south Minneapolis.

**Cost/Payment Options:** Free

**Location:** Central Building – South entrance, 7145 Harriet Ave. S., Room #100, Richfield

**Phone Number:** 612-798-6141

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### Bloomington Human Services Division

The City of Bloomington Human Services Division acts as a catalyst to enhance the quality of life and services for Bloomington residents through partnerships, advocacy and resource sharing. The Division works to ensure essential needs are met, engages the community through volunteerism, supports the Human Rights Commission and the Bloomington Sister City Organization.

**Location:** Creekside Community Center, 9801 Penn Ave. S, Bloomington  
Civic Plaza, 1800 West Old Shakopee Road, Bloomington

**Hours:** 8 am - 4:30 pm, Monday – Friday

**Phone Number:** 952-563-4957 V/TTY (through 10/30/09), 952-563-4944 V/TTY (after 11/1/09)

**Website:** [www.ci.bloomington.mn.us](http://www.ci.bloomington.mn.us), keywords: Human Services Division

## **La Mision**

La Mision provides information and referral to community resources for Spanish-speaking Hispanic and Latino community members living in Richfield, Bloomington, and Edina. Services provided by partner organizations include: classes in English as a Second Language; CPR and babysitting; intake for legal services with Legal Aid and referrals for legal services; and assistance in applying for financial and medical assistance.

**Location:** The Church of Assumption, 305 E. 77<sup>th</sup> St., Richfield

**Phone Number:** 612-869-1824

**Hours:** 9 am – 3 pm, Monday – Thursday

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## **MIRA**

Mira provides information and referral to community resources for Spanish speaking Hispanic and Latino community members living Bloomington, Richfield, Edina, Eden Prairie, and south Minneapolis. It is the host agency at the Family Multicultural Resource Center in Richfield.

**Location:** Central Building – 7145 Harriet Ave. S. #100, Richfield

**Phone Number:** 612-798-6141

**Hours:** 10 am – 2 pm, Monday – Friday

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## **United Way 2-1-1**

A confidential resource and referral call center that provides connection to resources including childcare counseling, crisis response, volunteering/donating, food, health, housing, legal help, mental health, transportation, youth services, and senior services.

**Languages:** Multi-lingual lines available including Russian services

**Cost/Payment Options:** Free

**Phone Number:** 211; Cell phone users can call 651-291-0211

**Hours:** 24 hours a day, 7 days a week

**Website:** [www.211unitedway.org](http://www.211unitedway.org)

## Mental Health & Chemical Health Treatment

The following table provides a quick reference checklist of all services listed in this section and their service provision area(s).

Provider	Mental Health	Chemical Health
Allina Medical Clinic	<input checked="" type="checkbox"/>	
ARK & Lifestyles Counseling Center		<input checked="" type="checkbox"/>
Aspen Medical Clinic	<input checked="" type="checkbox"/>	
Center for Victims of Torture	<input checked="" type="checkbox"/>	
Charaka Community Support Program	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Comunidades Latinas Unidas Servicio	<input checked="" type="checkbox"/>	
Cornerstone	<input checked="" type="checkbox"/>	
East African Mental Health Services	<input checked="" type="checkbox"/>	
Fairview Behavioral Health Services	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Fairview Counseling Centers	<input checked="" type="checkbox"/>	
Family & Children's Service, FCS	<input checked="" type="checkbox"/>	
Hennepin County Services	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Hennepin County Mental Health Centers	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Mental Health Systems	<input checked="" type="checkbox"/>	
New Connections Regions Hospital		<input checked="" type="checkbox"/>
New Outlook Early Intervention and Prevention Group	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Park Nicollet Alexander Center	<input checked="" type="checkbox"/>	
Park Nicollet Clinic in Eden Prairie	<input checked="" type="checkbox"/>	
Park Nicollet Clinic- Bloomington	<input checked="" type="checkbox"/>	
Pride Institute	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Relate Counseling Center	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
St. David's Child Development and Family Services	<input checked="" type="checkbox"/>	
The Storefront Group	<input checked="" type="checkbox"/>	
Teens Alone	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
TreeHouse	<input checked="" type="checkbox"/>	
Tubman at Chrysalis Center	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Washburn Center for Children	<input checked="" type="checkbox"/>	
West Suburban Teen Clinic	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

## Allina Medical Clinic Woodlake

**Services:** Mental health services available by licensed psychologists, who provide individual, marital, and partner counseling.

**Eligibility/Population Served:** Services are provided to children 5 years and older, with a focus on 12-19 year olds as well as counseling to adults 21 years and older.

**Languages:** English, interpreters available through Kim Tong Translations.

**Cost/Payment Options:** Most private insurances accepted. Medical assistance (MA) and MA health plans accepted. Cannot bill Medicare, but can bill a Medicare supplement if it has appropriate benefit.

**Location:** 407 W. 66th St., Richfield

**Phone Number:** 612-798-8800

**Hours:** 8 am – 5 pm, Monday - Friday; 9 am – 5 pm first Wed. each month

**Website:** [www.allina.com/ahs/AMC.nsf/page/AMC\\_Woodlake](http://www.allina.com/ahs/AMC.nsf/page/AMC_Woodlake)

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## ARK & Lifestyles Counseling Center

**Services:** Outpatient services for persons with addictions including chemical assessment, evaluations, treatment planning, drug rehabilitation, gambling treatment, individual and group therapy, and groups for DUI/DWI offenders.

**Eligibility/Population Served:** Chemically Dependent adults; persons with Dual Diagnosis; DUI/DWI offenders.

**Cost/Payment Options:** Self-pay, Medical Assistance, private health insurance, state-financed other than Medicaid (e.g. Rule 25), military insurance-V.A./TRICARE

**Location:** 9613 Girard Ave. S., Bloomington

**Transportation:** On a bus line.

**Phone Number:** 952-888-3511

**Hours:** individual therapy by appointment. Evening groups Monday through Wednesday; weekend groups available.

**Website:** [www.arklifestyle.com](http://www.arklifestyle.com) (website is under construction)

## **Aspen Medical Clinic**

**Services:** Therapy, adult psychiatry, and medication management.

**Eligibility/Population Served:** Adults, children 4-18; no child psychiatric services available.

**Cost/Payment Options:** MA, most private insurance, Medicare

**Language:** Therapy is provided in English only. Psychiatrist will use interpreters as needed.

**Location:** 7920 Cedar Avenue S., Bloomington

**Phone Number:** Main 952-851-1000; Behavioral Health: 952-851-1070

**Hours:** 8 am – 5 pm, Monday – Friday

**Website:** [www.aspenmed.org](http://www.aspenmed.org)

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## **The Center for Victims of Torture (CVT)**

**Services:** Recovery from physical and psychological trauma caused by torture. Services are confidential, comprehensive, and based on need, not ability to pay. Clients receive multidisciplinary services: psychotherapy, social services, nursing care, general medical exam, psychiatry, and physical therapy.

**Eligibility/Population Served:** Survivors of physical or mental torture and their families. CVT is unable to service anyone who is currently chemically-dependent or a perpetrator of torture.

**Languages:** Interpreters available.

**Cost/Payment Options:** Accepts many private insurances and Medicaid. Clients are not turned away if they cannot pay for services.

**Location:** 717 East River Road, Minneapolis, MN 55455

**Phone Number:** 612-436-4800

**Hours:** 9 am – 5 pm, Monday – Friday

**Website:** [www.cvt.org](http://www.cvt.org)

## Charaka Community Support Program

**Services:** Mental Health, Recovery Education, Social Recreation, Young Adults Housing and Employment Program, Housing, Case Management, and Adult Rehabilitative Mental Health Services

**Eligibility/Population Served:** Adults with Serious and Persistent Mental Illness.

**Languages:** Interpreter services available through Hennepin County

**Cost/Payment Options:** Most services are free, ARMHS, and case management are billable through Medical Assistance (MA).

**Location:** 7888 12<sup>th</sup> Avenue S., Bloomington

**Phone Number:** 612-752-8350

**Hours:** 8:30 am – 4:30 pm, Monday – Friday; 12:30 pm – 4:30 pm, 2<sup>nd</sup> and 4<sup>th</sup> Saturday

**Website:** [www.resource-mn.org/spectrum](http://www.resource-mn.org/spectrum)

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## Comunidades Latinas Unidas Servicio (CLUES)

**Mental Health Department Services:** Individual, couples, family and group therapy. Diagnostic assessments and psychological testing. Rule 29 licensed clinic. Psychiatric services are available to all therapy clients. All therapists are bilingual.

**Chemical Health Department Services:** Chemical health assessment, DWI violation mandated chemical health classes; adult primary outpatient treatment and co-occurring disorders outpatient treatment (Rule 31 approved), aftercare, Alcoholics Anonymous (AA meetings), Narcotic Anonymous (NA meetings), and case management.

Advocacy and referrals to other services, such as assistance with basic needs, financial assistance, employment services, English as a second language classes and family services.

**Eligibility/Population Served:** Latino children, adults, and families.

**Languages:** Spanish, English.

**Cost/Payment Options:** Costs are based on a sliding fee scale, insurance or state funding.

**Location:** 720 E. Lake St., Minneapolis

**Phone Number:** 612-746-3500

**Hours:** Hours vary by program.

**Website:** [www.clues.org](http://www.clues.org)

## Cornerstone

### **Services:**

**Residential Services include:** Domestic Abuse Emergency Shelter, 24-hour Crisis Line, Housing Advocacy, Protection for Pets, Transitional and Supportive Permanent Housing.

**Community-Based Services include:** Criminal Justice Intervention, Family Court Advocacy, Support Groups, Parenting Education and Support, Senior Women Advocacy, Youth Programming, School-Based Violence Prevention, and Individual & Family Therapy.

**Eligibility/Population Served:** victims of domestic abuse

**Cost/Payment Options:** free

**Location:** 1000 East 80th St., Bloomington

**Transportation:** bus line, will provide transportation to emergency safe housing and court appearances.

**Phone Number:** 24 hour helpline, 952-884-0330

**Website:** [www.cornerstonemn.org](http://www.cornerstonemn.org)

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## East African Mental Health Services

**Services:** Immigrant Health and Wellbeing project is aimed at improving the health and wellbeing of immigrant families by providing culturally appropriate physical, mental health, and case management services. Types of services include:

- Group and individual counseling
- Child and adult counseling
- Psychiatric services for adults, adolescents, and children
- Psychological evaluation, testing, and assessments
- Parenting skills training
- Immunization program for school and families
- Diversion support services for Somali and Oromo community
- School consultation

**Eligibility/Population Served:** African Immigrant Families

**Languages:** Somali, English

**Cost/Payment Options:** Health insurance and funds available for those without insurance.

**Location:** Services are provided at our Richfield Location (The Storefront Group, 6425 Nicollet Ave. S., Richfield) and within the community.

**Transportation:** Varies according service.

**Phone Number:** 612-861-1675

**Hours:** 8 am – 8 pm, Monday – Thursday; 8 am – 5 pm, Friday

**Website:** [www.storefront.org](http://www.storefront.org)

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## **Fairview Behavioral Health Services**

**Services:**

**Adolescent/Adult Chemical Dependency Program** – inpatient, outpatient, relapse, and day treatment as well as Minnesota Chemical Dependency program for deaf and hard of hearing.

**Mental Health Services** – mental health and eating disorders programs for adults and seniors services include inpatient, crisis intervention, day treatment, and partial hospitalization.

**Eligibility/Population Served:** Anyone needing behavioral health services.

**Cost/Payment Options:** Most insurance accepted including Medicare and medical assistance. There is no sliding scale fee option.

**Location:** 830 Prairie Center Drive, Suite 110, Eden Prairie

**Phone Number:** 612-672-6999 or 612-672-2222 (adult/adolescent chemical dependency services)

**Website:** [www.fairview.org](http://www.fairview.org)

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## **Fairview Counseling Centers**

**Services:** Short-term, solution-focused therapy for couples, families, group, and individuals on an outpatient basis. No psychiatric services at Eden Prairie location.

**Eligibility/Population Served:** Anyone needing counseling services

**Languages:** Access to interpreters

**Cost/Payment Options:** Insurance including Medicare and medical assistance. There is no sliding scale fee option.

**Location:** 830 Prairie Center Drive, Suite 110, Eden Prairie

**Phone Number:** 612-672-6999 or 612-672-2222

**Hours:** 8 am – 5 pm, Monday – Friday

**Website:** [www.fairview.org](http://www.fairview.org)

## **Family & Children's Service (FCS) – South Hennepin Office**

**Services:** Outpatient assessment and treatment for children, adolescents, adults, and families. School Success program for youth experiencing behavioral, academic and truancy issues in school.

**Eligibility/Population Served:** Anyone in the south metro area.

**Languages:** Therapy – English and Spanish. School Success Program: English, Spanish, Vietnamese, Russian, and Somali

**Cost/Payment Options:** Insurance, Medical Assistance (MA) and sliding fee scale. No cost for School Success Program.

**Location:** 1101 E. 78<sup>th</sup> St., Suite 318, Bloomington

**Phone Number:** 952-884-7353

**Hours:** Counseling offered 9 am to 8 pm, Monday – Thursday

**Website:** [www.everyfamilymatters.org](http://www.everyfamilymatters.org)

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## **Hennepin County Front Door**

**Services:** The Front Door Access program provides consumers with connection to services. Service responses range from connecting callers to community resources or other providers, providing education and consultation, or providing intake into county-operated programs.

**Location:** A-1400 Government Center, 300 South Sixth Street, Minneapolis

**Phone Number:** 612-348-4111 Fax: 612-317-3129

**Hours:** 8 am – 4:30 pm, Monday – Friday

**Website:** [www.co.hennepin.mn.us](http://www.co.hennepin.mn.us)

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## **Hennepin County Mental Health Centers**

**Services:** The Hennepin County Mental Health Center offers a range of outpatient services to children, adolescents, families, and adults.

**Eligibility/Population Served:** Children 5+, adolescents, adults with serious mental illness and/or substance abuse in a crisis situation. Serves primarily low income families on Medical Assistance (MA) or who do not have health insurance.

**Cost/Payment Options:** Sliding scale fee based and medical assistance accepted.

**Location:** 1801 Nicollet Ave., 2<sup>nd</sup> and 3<sup>rd</sup> floor, Nicollet Exchange Bldg., Minneapolis

**Phone Number:** 612-596-9438

**Hours:** 8 am – 5 pm, Monday, Tuesday, and Thursday; 8 am – 4:30 pm, Friday

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## **Mental Health Systems**

**Services:** Dialectical Behavior Therapy (DBT) intensive group therapy focused on emotional regulation, self-care, and improving relationships.

**Eligibility/Population Served:** Adults with mental illness

**Languages:** English

**Cost/Payment Options:** Medical insurance

**Location:** 7200 France Avenue S., Suite 327, Edina

**Transportation:** On a bus line

**Phone Number:** 952-835-2002

**Hours:** 9 am – 12 pm and 1 pm – 4 pm Monday, Tuesday, and Thursday. Once-a-week group meets Tuesday and Wednesday evenings.

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## **Park Nicollet Alexander Center**

**Services:** Serving the developmental and behavioral needs of children and their families. Providing diagnostic services, individual psychotherapy for children, family psychotherapy, parent guidance counseling, play therapy, and some specialized group therapy. Diagnostic services include medical evaluations, interviews, psychological and academic testing, and speech and language assessment.

**Eligibility/Population Served:** any child

**Languages:** Access to interpreters

**Cost/Payment Options:** Most insurance accepted, Medical Assistance

**Location:** M&I Bank Building, 11455 Viking Drive, Suite 300, Eden Prairie

**Phone Number:** 952-993-2498

**Hours:** 8 am – 5 pm, Monday – Friday

**Website:** [www.parknicollet.com/AlexanderCenter](http://www.parknicollet.com/AlexanderCenter)

## **Pride Institute**

**Services:** Addiction and mental health treatments to lesbian, gay, bisexual, and transgender communities including depression, anxiety, drug problems, alcohol problems, sexual compulsion, eating disorders, and HIV/Aids related stress and grief.

Eden Prairie location has inpatient services and Minneapolis location has outpatient services.

**Eligibility/Population Served:** Lesbian, gay, bisexual, or transgender adults

**Cost/Payment Options:** Most insurance plans, self pay, and Minnesota Rule 25 funding

**Location:** Inpatient services: 14400 Martin Drive, Eden Prairie; Outpatient services: 2836 Lyndale Avenue S., Minneapolis

**Phone Number:** 952-934-7554 or 1-800-54-PRIDE to speak with admissions counselor

**Website:** [www.pride-institute.com](http://www.pride-institute.com)

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## **Relate Counseling Center**

**Services:** Outpatient mental health and chemical health assessments and counseling services to individuals of all ages, couples, and families.

**Eligibility/Population Served:** No eligibility restrictions. Primarily serve families and individuals in the west suburban area of Hennepin County.

**Cost/Payment Options:** Sliding scale, most insurance accepted

**Location:** 15320 Minnetonka Blvd., Suite 200, Minnetonka

**Phone Number:** 952-932-7277

**Hours:** 9 am – 5 pm, Monday – Friday; evenings by appointment

**Website:** [www.relatemn.org](http://www.relatemn.org)

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## **Tubman at Chrysalis Center**

**Services:** Outpatient mental health and chemical health assessments and counseling services to individuals of all ages, couples, and families. Specialty services include Dialectical Behavior Therapy (intensive group therapy focused on emotional regulation, self-care and improving relationships); anger management program for domestic violence abusers; supportive programs; divorce education; legal services; domestic violence shelter and support groups; and Lesbian/GLBT support.

**Eligibility/Population Served:** Women, children, couples and families.

**Languages:** English and Spanish. Interpreters are arranged as needed.

**Cost/Payment Options:** Sliding-fee scale, Medical Assistance (MA), Medicare, private insurance, Rule 25 chemical health funding

**Location:** 4432 Chicago Avenue S., Minneapolis

**Transportation:** On a bus line

**Phone Number:** 612-871-0118

**Hours:** 9 am – 8 pm, Monday – Thursday; 9 am – 5 pm, Friday

**Website:** [www.chrysaliswomen.org](http://www.chrysaliswomen.org) and [www.tubman.org](http://www.tubman.org)

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## **St. David's Child Development and Family Services**

**Services:** Individual and family therapy, mental health assessment, caregiver support groups, play therapy, in-home services and anxiety groups as well as Mental Health Skills Training, Case Management, Autism Day Treatment, and early childhood family programs.

**Eligibility/Population Served:** Children and families with special needs including developmental delays/disabilities, autism/Asperger's disorder, mood disorders, emotional/behavioral disturbances, physical/medical challenges, depression/anxiety

**Cost/Payment Options:** Private Insurance, MA

**Location:** 3395 Plymouth Road, Minnetonka

**Phone Number:** 952-939-0396

**Hours:** 7 am – 6 pm, Monday – Friday

**Website:** [www.stdavids.net](http://www.stdavids.net)

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## **The Storefront Group**

**Services:** Mental Health Therapy Services for Adults, Adolescents, Children, Couples & Families. Multifaceted team of therapists provide therapy for issues such as depression, anxiety, past trauma, parenting, relationship, divorce, and school concerns.

**Eligibility/Population Served:** Anyone

**Cost/Payment Options:** Private Insurance; Sliding scale fee may be available for adults; no reduced fees for children

**Location:** 6425 Nicollet Ave. S., Richfield

**Phone Number:** 612-861-1675

**Hours:** 8:30 am – 7 pm, Monday – Thursday; Friday by appointment only

**Website:** [www.storefront.org](http://www.storefront.org)

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## Teens Alone

**Services:** Free confidential counseling for youth and their parents/families. Utilizing a strengths-based solution-focused model, Teens Alone addresses a variety of adolescent, family and parenting concerns including family conflict, chemical health, mental health, struggles with school and runaway/homeless youth prevention and intervention.

**Eligibility/Population Served:** Services are available to middle, junior, and high school youth and their parents/families. Clients must reside and/or attend school in Eden Prairie, Hopkins, Orono, St. Louis Park, or Wayzata school districts. Teens Alone also provides services to youth and families who attend the Mainstreet School of the Performing Arts.

**Languages:** Spanish speaking counselors available.

**Cost/Payment Options:** Free

**Location:** 915 Mainstreet , Hopkins

**Phone Number:** 952-988-TEEN for counseling; 612-377-8800 (24 hour crisis line)

**Website:** [www.teensalone.org](http://www.teensalone.org)

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## TreeHouse

**Services:** A Christian-based nonprofit organization serving teens experiencing difficulties at home, in school, or in their communities. Youth Services include support groups, weekly meetings addressing youth-identified needs, recreational activities, retreats, summer trips, and one-to-ones.

**Eligibility/Population Served:** Adolescents in school districts which include Edina, Bloomington, Richfield, and Eden Prairie.

**Location:** 5666 Lincoln Dr, Suite 201, Edina and 9030 Bloomington Freeway, Bloomington

**Phone Number:** Main Office: 952-238-1010; Bloomington: 952-253-0812

**Hours:** 8:30 am – 5 pm, Monday – Friday

**Website:** [www.familyhopeservices.org](http://www.familyhopeservices.org)

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## **Washburn Center for Children**

**Services:** Expertise in identifying and treating children with emotional and behavioral problems. Washburn's programs offer services in the areas of assessment, supportive services, prevention and early identification, and consultation.

**Eligibility/Population Served:** Children birth through 17

**Languages:** Spanish speakers available

**Cost/Payment Options:** Insurance and medical assistance. Reduced fees for those not covered by a health plan. Some services funded by a contract with Hennepin County.

**Location:** Main Office: 2430 Nicollet Avenue S., Minneapolis; West Site: Brenwood Office Park 1; 5720 Smetana Drive, Suite 310, Minnetonka

**Phone Number:** 612-871-1454

**Website:** [www.washburn.org](http://www.washburn.org)

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## **West Suburban Teen Clinic**

**Services:** Mental health and chemical health education, assessment, intervention for teens and their families. Outpatient medical care emphasizing pregnancy, prevention, pregnancy testing, counseling, birth control, and sexually transmitted infection testing and treatment.

**Eligibility/Population Served:** Serving Hennepin, Carver, and Scott counties. Medical Clinic: Individuals aged 12 – 23

**Cost/Payment Options:** Fees are low and based on ability to pay. No one is denied service due to inability to pay. No insurance plans accepted.

**Location:** 478 2nd St., Excelsior

**Languages:** Spanish speaking counselors available.

**Phone Number:** 952-474-3251

**Hours:** Medical Clinic Hours: 12 pm – 5 pm, Monday, Thursday, and Friday; 12 pm – 8 pm, Tuesday; 10 am – 8 pm, Wednesday; and 10 am – 2 pm, Saturday.

**Website:** [www.westsuburbanteenclinic.org](http://www.westsuburbanteenclinic.org)

## CRISIS INTERVENTION

### Community Outreach for Psychiatric Emergencies (COPE) Mobile Crisis Team

**Services:** On-site crisis intervention services to adults with serious and persistent mental illness residing in Hennepin County. Mental Health Professionals provide mobile crisis counseling, consultation, assessment; referral for hospitalization or further evaluation, and consultation with concerned others where appropriate.

**Phone Number:** 612-596-1223

**Hours:** 24 hours a day, 7 days a week

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### Crisis Connection

**Services:** A free and confidential crisis telephone counseling service. Volunteers, trained and supervised by professional staff, provide early intervention and brief counseling to callers whose issues include depression and anxiety, domestic violence, parent/child conflicts, grief and loss, and chronic mental illness.

**Phone Number:** 612-379-6363; Fax: 612-379-6391

**Hours:** 24 hours a day, 7 days a week

**Website:** [www.crisis.org](http://www.crisis.org)

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### Fairview Southdale Hospital Inpatient Adult Mental Health

**Services:** Inpatient Acute Psychiatric/Behavioral/ECT (Electrical Convulsive Therapy)

**Eligibility / Pop Served:** 18 years and older

**Languages:** Fairview will arranged interpreters for any language

**Cost/ Co-payment:** Insurance accepted. If someone is uninsured, our business office can meet with patients to assist in filling out medical assistance applications.

**Location:** 6401 France Avenue S., Edina

**Phone Number:** Central Intake – 612-672-6600

**Hours:** 24 hours a day, 365 days a year

**Website:** [www.fairview.org](http://www.fairview.org)

## **Hennepin County Adult Protection/Adult Field Units**

**Services:** Investigate reports of alleged abuse, neglect, and financial exploitation of vulnerable adults who are unable to protect themselves due to a physical or mental disability or dependence on institutional services.

**Eligibility/Population Served:** Vulnerable adults residing in Hennepin County

**Languages:** Interpreter available upon request

**Location:** Most of the work done with this agency is done over the phone.

**Phone Number:** 612-348-8526

**Hours:** 24 hours a day, 7 days a week

**Website:** [www.hennepin.mn.us](http://www.hennepin.mn.us), follow the links for Health, Housing, and Human Services

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## **Hennepin County Child Protection**

**Services:** Investigate reports of children who have been neglected or physically or sexually abused. If needed, they provide services and work with families to plan for the continued safety of the child.

**Eligibility/Population Served:** Vulnerable children residing in Hennepin County

**Languages:** Interpreter available upon request

**Location:** This work is done primarily over the phone.

**Phone Number:** 612-348-3552, option #1

**Hours:** 24 hours a day, 7 days a week

**Website:** [www.hennepin.mn.us](http://www.hennepin.mn.us), follow the links for Health, Housing, & Human Services

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## **Hennepin County Medical Center (HCMC) – Acute Psychiatric Services (APS)**

**Services:** This emergency service provides evaluation and short-term treatment for persons in crisis. The center works closely with other professionals, agencies, and community resources. Services include: crisis intervention phone services responding to requests for help; suicide prevention phone service providing immediate help and referral for persons threatening suicide; and walk-in crisis services on a 24 hour, seven-day-a-week basis.

**Location:** Hennepin County Medical Center, 701 Park Avenue South

**Phone Number:** 612-873-3161; Fax: 612-904-4232

## **Metro Children’s Mental Health Mobile Crisis Response**

**Services:** Crisis response teams visit homes (or other community settings) for behavioral and mental health concerns within 30 minutes of the phone call. Child/family can receive up to 3 additional visits for stabilization, treatment planning, and resource development.

**Eligibility/Population Served:** Hennepin County children to age 18. Children are eligible up to age 21 if continuing in secondary education past age 18.

**Languages:** English, Spanish, some Somali.

**Cost/Payment Options:** Free

**Location:** Crisis and/or stabilization occur in private homes, schools, or community settings.

**Phone Number:** 612-348-2233

**Hours:** 24 hours a day, 7 days a week

## **ADVOCACY**

### **Mental Health Association of Minnesota**

**Services:** Advocacy and education including: individual advocacy, community support referrals, educational materials, workshops, presentations, Best Mental Health Practices in the Workplace, suicide prevention training, consumer and family support groups, and public policy advocacy.

**Eligibility/Population Served:** Persons diagnosed with a mental illness, and their families.

**Languages:** English & Spanish

**Cost/Payment Options:** Free

**Location:** 2021 E. Hennepin Avenue, Suite 412, Minneapolis

**Transportation:** On bus line, free parking

**Phone Number:** 612-331-6840

**Hours:** 8 am – 4:30 pm, Monday – Friday

**Website:** [www.mentalhealthmn.org](http://www.mentalhealthmn.org)

## **Mental Health Consumer/Survivor Network of Minnesota**

**Services:** Dedicated to self-help, education, advocacy, and the fight against discrimination and stigma for those diagnosed with a mental illness. They provide ongoing support, information, and resources to consumers, families and providers.

**Eligibility/Population Served:** People diagnosed with a mental illness and their families.

**Cost/Payment Options:** Free

**Location:** 1821 University Avenue West, Suite S-160, St. Paul

**Phone Number:** 651-637-2800

**Website:** [www.mhcsn.net](http://www.mhcsn.net)

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## **Minnesota Association for Children's Mental Health**

**Services:** Mental Health Advocates help families learn more about early and effective interventions for children's mental health disorders by: offering support, information, referrals, and assistance; building bridges between parents and professionals; and training parents to advocate for their children.

Advocates will:

- Speak on behalf of children with mental health disorders.
- Explain the rights and responsibilities families have in the multiple systems that serve children with mental health disorders.
- Help families understand their child's diagnosis and explore options for suitable services.
- Connect parents with support groups in their areas
- Guide families toward increasing their competency and confidence so they can act as their child's advocate.
- Assist parents who are providing support and information to other parents.
- Provide telephone coaching, file reviews, family workshops, and accompany families to meetings when possible.

**Eligibility/Population Served:** Any family who is in need of support because of having a child with a mental health diagnosis. Serves Metro area and out-state.

**Cost/Payment Options:** Free.

**Location:** 165 Western Ave. N., St. Paul

**Phone Number:** 651-644-7333 or 800-528-4511

**Website:** [www.macmh.org](http://www.macmh.org)

## **Minnesota Office of Ombudsman for Mental Health**

**Services:** This program assists consumers of mental health services by answering questions about the rights of consumers, taking grievances and complaints about services, and assisting in accessing appropriate services. They also take reports of deaths or serious injuries of consumers of mental health services, as well as answer questions on the civil commitment and treatment act.

**Eligibility/Population Served:** Consumers and providers of mental health services.

**Cost/Payment Options:** Free

**Location:** 121 7th Place E., Suite 420, St. Paul

**Phone Number:** 651-757-1800 or 800-657-3506

**Hours:** 8 am – 4:30 pm, Monday – Friday

**Website:** [www.ombudmhm.state.mn.us](http://www.ombudmhm.state.mn.us)

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## **National Alliance on Mental Illness (NAMI) of Minnesota**

**Services:** NAMI-MN offers programs of education, support and advocacy, and supports research efforts.

**Eligibility/Population Served:** People diagnosed with mental illnesses, and their families.

**Languages:** English, some literature in Spanish

**Cost/Payment Options:** Free

**Location:** 800 Transfer Road, #31, St. Paul

**Phone Number:** 651-645-2948

**Hours:** 9:30 am – 4 pm, Monday – Friday; group and class hours vary

**Website:** [www.namihelps.org](http://www.namihelps.org)

## **PACER Center**

**Services:** The Health Information and Advocacy Center provides a central source for families of children and young adults with disabilities to obtain support, advocacy, and information about the health care system and other services that are mandated by law, including:

- Understanding health insurance – including private insurance and medical assistance
- Filing an appeal with insurance
- Social Security Disability
- Understanding legal rights in the health care system
- Working effectively with doctors and other health professionals
- Developing health care summaries and plans for emergencies at home and school

**Eligibility/Population Served:** Families of children/young adults with disabilities and special health needs.

**Languages:** English, Hmong, Spanish, Somali

**Cost/Payment Options:** Free

**Location:** 8161 Normandale Blvd., Bloomington

**Phone Number:** 952-838-9000

**Hours:** 8 am – 5 pm, Monday – Friday

**Website:** [www.pacer.org](http://www.pacer.org)

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## **SAVE/Suicide Awareness Voices of Education**

**Services:** Prevention line, crisis intervention, grief and support, advocacy

**Eligibility/Population Served:** At risk children & adults

**Cost/Payment Options:** Toll free telephone line

**Location:** 8120 Penn Ave. So., Suite 470, Bloomington

**Phone Number:** 952-946-7998 or 800-273-8255 (National Hotline)

**Hours:** 24-hour hotline

**Website:** [www.save.org](http://www.save.org)