

NEWS FROM DHS FOR FEBRUARY 2025

NEWS FROM MOBILE CRISIS RESPONSE SERVICES

February 2025

In this issue:

- 2025/2026 Mobile Crisis Providers Fully Contracted
- New Quarterly Report Electronic Reporting Platform
- Important Billing Update: using HT modifier for two-person mobile crisis response
- Indigenous Historical Trauma and Crisis Response: TTI project Spring 2025 training
- New Resource Available: mobile crisis self-monitoring checklist for recipient files
- Social Solutions: 24/7 clinical consultation for crisis providers
- Mobile Crisis Staffing and Leadership Updates
- Updated Mobile Crisis Services Area Map
- Minnesota Health Information System and Medical Assistance Billing System Support: where to get help

2025/2026 Mobile Crisis Providers Fully Contracted

The Minnesota Department of Human Services (DHS) has successfully executed contracts to ensure the continuation of vital mobile crisis response services across the state. These contracts, finalized in December 2024, will maintain Minnesota's comprehensive network of mental health crisis services throughout 2025 and 2026. These contracts were sent to the fiscal host contract holders last month.

Certification letters were issued to providers in December 2024, marking another important milestone in the contracting process. This achievement represents months of careful planning and collaboration between DHS, Counties and Tribes, and community organizations. The newly executed contracts ensure that trained mental health professionals will be available 24/7 to respond to mental health crises throughout our service area.

New Quarterly Report Electronic Reporting Platform



State-funded mobile crisis contracts require quarterly progress reports from grantees.

The data is used to ensure that all grantees are meeting required deliverables as well as to identify the strengths and challenges of each mobile crisis team. We are launching a new electronic quarterly reporting platform through Foundant for mobile crisis providers to report their progress. This transition streamlines the reporting process, which maintains our commitment to quality service documentation.

Key details

Launch date: April 1, 2025 (begins Q2)

First Foundant quarterly report due: July 31, 2025

Training sessions: March 2025 (dates forthcoming)

Reporting requirements

Contract holders must ensure mobile crisis teams submit satisfactory DHS grant progress reports that include:

- Progress on goals and objectives
- Activities conducted
- Outcomes achieved
- Challenges faced
- Lessons learned
- Financial information

Important Billing Update: using HT modifier for two- person mobile crisis response

Starting in 2025, providers must use the HT modifier when billing for mobile crisis response services delivered by two responders. This billing requirement ensures accurate tracking and reimbursement for team-based crisis interventions.

When to use the HT modifier

- Use the HT modifier only when two qualified professionals respond together to a crisis
- Apply the modifier to all applicable procedure codes for two-person response services
- Submit claims with appropriate documentation supporting the need for two responders

Minnesota Health Care Programs (MHCP) provider resource center

For questions, providers should contact the MHCP provider resource center by phone or visit their [website](#) for more information.

Regular billing procedures remain unchanged for single-responder crisis services. We appreciate your attention to this update as we work to maintain accurate claims processing for mobile crisis response services.

Indigenous Historical Trauma and Crisis Response: TTI project Spring 2025 training

The Tribal Training and Certification Partnership (TTCP) through the University of Minnesota-Duluth is offering essential virtual training focused on understanding historical trauma and developing culturally responsive crisis services for Indigenous communities.

Training overview

This comprehensive training will equip crisis response providers with crucial knowledge and skills for working effectively with Indigenous clients. The program emphasizes understanding historical context while developing culturally appropriate intervention strategies.

Key topics

The training will cover:

- Accurate historical perspectives of American Indian people in Minnesota
- Impact of US government policies on Indigenous communities
- Understanding of historical genocidal and assimilation practices
- The blanket exercise (visual model of land, culture and population loss)
- Critical examination of boarding school and adoption eras
- Connection between historical and contemporary trauma
- Indigenous resilience and resistance
- Distinguishing between empathy and sympathy in cultural contexts
- Development of culturally appropriate services and supports
- Understanding culture as a protective factor and support system
- Recognition and addressing of implicit bias

Training format

Virtual live training sessions (Date TBD, anticipated April 2025)

Accessibility

Following the live training, participants will have access to:

- Online refresher modules
- Follow-up resources
- Reference materials
- Additional learning opportunities

Registration information

Virtual live training sessions (Date to be announced - anticipated April 2025)

Details regarding registration and exact dates will be announced soon. This training represents an important opportunity for crisis response providers to enhance their cultural competency and improve service delivery to Indigenous communities.

How to participate

Please email us at dhs.cmhcrisis@state.mn.us.



New Resource Available: mobile crisis self-monitoring checklist for recipient files

To support providers in maintaining complete and compliant client records, a comprehensive Mobile Crisis Compliance Checklist is now available. This tool helps ensure all required documentation is properly maintained in recipient files.

About the checklist

The checklist covers the documentation that is required by statute including:

- Crisis assessments, intervention services, treatment planning and stabilization services
- Recipient file requirements
- Progress notes
- Discharge planning components

How to access

Providers can request a copy of the checklist by emailing the mobile crisis team at dhs.cmhcrisis@state.mn.us.

Using the checklist

We recommend using this checklist to:

- Conduct regular internal audits
- Train new staff on documentation requirements
- Prepare for compliance reviews
- Create consistent documentation practices

This resource is part of our ongoing commitment to support providers in delivering high-quality crisis services while maintaining compliance with program requirements.

Social Solutions: 24/7 clinical consultation for crisis providers

Social Solutions provides round-the-clock clinical consultation services to Minnesota's mental health mobile crisis providers. Our specialized support focuses on crisis response for individuals with:

- Intellectual/Developmental Disabilities (IDD)
- Traumatic Brain Injury (TBI)
- Autism Spectrum Disorder (ASD)
- Co-occurring mental health disorders

Services available

Clinical Support Services include:

- Training mobile crisis staff
- Expert assessment techniques for IDD, TBI and co-occurring mental health disorders
- Specialized consultation for urgent situations
- Guidance on stabilization strategies
- Support in returning individuals to baseline functioning

Resource Connection Services include:

- Assistance linking individuals to local services
- Regional resource navigation
- Community support identification
- Service coordination guidance

When to utilize services:

The team is available to support crisis providers when you need to:

- Obtain specific interventions and techniques for target populations
- Receive immediate consultation during active crises
- Develop post-crisis stabilization plans
- Connect individuals with community resources and services
- Review complex cases and receive specialized guidance

Contact Information:

24/7 Mobile Crisis Line: (218) 979-0083

Main Office: (218) 287-4338

Contact Person: Steve Summers

Email:

stevesummers@solutionsinpractice.org

Available 24 hours a day, 7 days a week via phone or videoconferencing to support Minnesota's crisis response providers.

Mobile Crisis Staffing Updates

We are delighted to announce new additions to our Mobile Crisis Response Services team and say farewell to Christina Anderley and Abbie Meyer.

Gratitude for service of the supervisor: Christina Anderley

After years of dedicated service with the mobile crisis team and more recently the supervisor of the unit, Christina (she/her) has transitioned to another state agency.

Christina has been instrumental in developing and strengthening our crisis response capabilities and her commitment to excellence and unwavering support of her team have set a high standard for crisis intervention services. While we will miss Christina's daily presence and leadership, we wish her the very best in her future endeavors. Her contributions to the

Behavioral Health Administration will not be forgotten.

Please join us in thanking Christina for her service and wishing her success in her next chapter.

Farewell Grant Manager: Abbie Meyer

It is with mixed emotions that we announce the departure of Abbie (she/her), our Grant Manager. Abbie has accepted a new position with the State of MN, where she will continue her dedication to public service. During her time with us, Abbie has been instrumental in strengthening our grant programs and building lasting relationships with community partners. Please join us in wishing her the very best in her new role.

Welcome Manager of Adult Mental Health Programs and Services: EJ Dean

EJ (they/them) brings extensive leadership experience in community mental health and Medicaid benefit services to their role as Manager of Adult Mental Health Programs and Services within the Behavioral Health Administration at DHS. Prior to joining government leadership, they held senior leadership roles in community mental health and community health organizations and clinical trainee relational psychotherapist working within LGBTQIA2S+ communities. EJ joined DHS following their role as Manager of the Adult Mental Health Initiative at Hennepin County where the AMHI restructure and process improvement project they led was awarded the 2024 National Association of Counties achievement award.

Their commitment to anti-racism, equity and mental health advocacy extends to having served volunteer appointments on the Minnesota Behavioral Health Planning Council, the City of Minneapolis Transgender Equity Council and holding the role of Treasurer on the Executive Board for Gender Justice. EJ holds an MA in Marriage and Family Therapy from Adler Graduate School and an MA in Organizational Psychology from William James College. Their work in LGBTQ Inclusion in Health and Human Services in Washington, DC earned them the Alumni Achievement Award from William James College in 2014. When not at work, EJ finds joy in teardrop camper road trips with their spouse and two kids, cooking for family and friends and tackling home DIY projects.

Welcome Grant Managers

Melissa Vostad

Melissa Vostad joined the Mobile Crisis and Grant Services team in May 2024. With a Master of Science in Educational Psychology from the University of Wisconsin-Milwaukee and experience as a mobile crisis practitioner in Minnesota, Melissa brings valuable expertise to the Mobile Crisis Policy and Grant Services team. In her free time, she enjoys hiking, gardening and spending time with family, friends and pets.

Kayla Shappell

Kayla (she/her) serves as a grant manager on the Mobile Crisis Policy team. She combines academic expertise, a master's degree in applied child and adolescent development & public health from the University of Minnesota and a bachelor's in psychology and criminology & criminal justice from Hamline University, with practical experience in program evaluation, interdisciplinary collaboration and evidence-based approaches to early intervention, mental health and substance use treatment.

Updated mobile crisis services area map

We have recently updated our Mobile Crisis Services area map which is now available to everyone.

The new [map](#) contains service provider information and mobile crisis phone numbers across Minnesota. Please feel free to share this map. We will make updates as changes arise.

Minnesota Health Information System (MHIS) and Medical Assistance (MA) Billing System Support: where to get help

When encountering difficulties with Minnesota health systems, it's important to know where to turn for assistance. Two key resources are available depending on your specific needs:

MHIS System Support: If you're experiencing issues or have questions about submitting information to the MHIS, dedicated support is available through email or phone:

Email: dhs.amhis@state.mn.us

Phone: 651-431-2239.

MA Billing System Assistance: For questions or issues related to MA billing system submissions, contact the [DHS Provider Resource Center](#). Their specially trained staff can provide technical assistance and help troubleshoot any problems you encounter.

These support channels ensure you can get expert help for your specific system needs. Don't hesitate to reach out to the appropriate team for assistance.