



## Vail Connect

The Vail Connect program is designed to meet the needs of individuals by assessing their immediate needs, identifying initial goals, all while planning for long-term supports and resources. A tiered level of care provides opportunities for individual to successfully engage and later transition to longer term programs and services, as the referrals often allow for warm handoffs. Vail Connect also provides referrals to other providers, community resources and programs, while assisting the individual with their immediate needs.

### THREE LEVELS OF SUPPORT FROM VAIL CONNECT

- Tier 1** – This higher-level service provides **Rapid Access** to Vail Place Targeted Case Management or Vail Care – Behavioral Health Home. These programs are for those individuals who need more intensive, longer-term support and guidance.



- Tier 2** – This moderate-level service, **Resource Navigation**, provides up to four months of support, assistance and connection to resources or providers. Individuals may receive this level of support while eligibility for longer-term services are being determined.
- Tier 3** – Housing Services are provided through weekly structured group and alternating drop-in (now virtual) housing support hours to assist individuals to explore longer term housing options. The housing service reduces barriers by providing support to homeless individuals without access to phone and email. Group participants collaboratively support each other in sharing housing ideas and resources.

### HOUSING GROUP SNAPSHOT:

- Prior to the pandemic: A chronically homeless woman, who saw her psychiatric providers at the North Memorial Health Mental Health Services clinic, scheduled her therapy sessions on Fridays so she could easily drop into the Vail Connect Housing group for support and housing advice.
- As a result of the pandemic, Vail Connect has created a virtual Housing Group and offers telephonic support on housing searches. When it is safe to do so, the Housing Group will be offered in person again.

### CLIENT SUCCESS STORY:

Darnell was referred to Vail Connect from his therapist at the NMH Mental Health Clinic in April 2019. Darnell was experiencing mental health symptoms and he was referred for support with his mental health, employment, housing and lack of a support system. Following his initial Vail Connect assessment, he was determined to need longer-term, comprehensive services and was rapidly connected to Vail Place Targeted Case Management (TCM). Darnell received assistance from his case manager and the TCM housing specialist and he learned about subsidized housing options. Darnell's case manager supported and advocated for him to be accepted into an apartment as he had a variety of barriers. After a long period of living in less than ideal housing situations, he moved into subsidized housing. Darnell also worked with the TCM Vocational Specialist and with her support, he recently started trade school. When asked about his new apartment, he stated, "I love this place!"



Eligible individuals must be connected to North Memorial Health. For more information or to make a referral, contact **Carolyn Bollinger** at **612-750-4827**.