



The Mental Health Coalition  
— of Goodhue County —

# Goodhue County Mental Health Resource Guide

For additional resources or to submit questions, comments, suggestions, or corrections about this guide visit [gccfc.org/mentalhealth](http://gccfc.org/mentalhealth)

# INTRODUCTION

This Mental Health Resource Guide answers frequently asked questions about mental health and mental health resources. This guide does not contain a comprehensive list of all the mental health resources in the county.

This Mental Health Resource Guide is a project of the Goodhue County Mental Health Coalition. It was created in response to a community need in partnership with Goodhue County Health and Human Services & the Goodhue County Child and Family Collaborative.



**Goodhue County  
Health & Human Services**

[gccfc.org](http://gccfc.org)  
[co.goodhue.mn.us/hhs](http://co.goodhue.mn.us/hhs)

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# CRISIS NUMBERS

## **988 Suicide & Crisis Lifeline (English)**

Call or text 988

## **988 Línea De Prevención del Suicidio y Crisis (En Español)**

Marque 988 y presione 2  
Envía la palabra AYUDA a 988

## **Veterans Crisis Line**

Dial 988 then press 1  
Text 838255

## **Mobile Crisis Services in Southeast Minnesota**

*(24/7 crisis phone counseling and face-to-face mobile crisis interventions)*  
1-844-CRISIS2 (1-844-274-7472)

## **Crisis Text Line**

Text "HOME" to 741741

## **Teen Crisis Line**

1-800-852-8336 (8pm-12am CT)  
Text "TEEN" to 839863

## **The Trevor Project**

*(LGBTQIA+ Crisis and Suicide Hotline)*  
1-866-488-7386  
Text "START" to 678678

## **Trans Lifeline**

1-877-565-8860

## **Hope Coalition's Domestic & Sexual Assault Crisis Line**

1-800-369-5214

## **Southeast Regional Safe Harbor 24 Hour Crisis Line**

*(For sexually exploited youth)*  
507-289-0636

## **Minnesota Farm & Rural Helpline**

833-600-2670  
Text "FARMSTRESS" to 898211

# HOW TO IDENTIFY & RESPOND TO A MENTAL HEALTH CRISIS

## **What is a Mental Health Crisis?**

A mental health crisis is any situation in which a person's behavior puts them at risk of hurting themselves or others and/or prevents them from being able to care for themselves or function effectively in the community.

## **Warning Signs of a Mental Health Crisis**

*NOTE: Warning signs are not always present when a mental health crisis is developing.*

- Inability to perform daily tasks like bathing, brushing teeth, brushing hair, changing clothes
- Rapid mood swings, increased energy level, inability to stay still, pacing, suddenly depressed, withdrawn, suddenly happy or calm after period of depression
- Increased agitation, verbal threats, violent or out of control behavior
- Abusive behavior to self and others, including substance use or self-harm
- Isolation from school, work, family, friends
- Loses touch with reality (psychosis)- unable to recognize family or friends, confused, strange ideas, thinks they're someone they're not, doesn't understand what people are saying, hears voices, sees things that aren't there
- Paranoia

## **What to Do in a Mental Health Crisis**

A person experiencing a mental health crisis can't always communicate their thoughts, feeling, needs or emotions. They may also find it difficult to understand what others are saying; it is important to empathize and connect with the person's feelings, stay calm and try to de-escalate the crisis.

## **Mental Health First Aid: Remember ALGEE**

**A**ssess for risk of suicide

**L**isten non-judgmentally

**G**ive re-assurance and information

**E**ncourage appropriate professional help

**E**ncourage self-help and other support strategies.

### **Techniques that May Help De-escalate a Crisis**

- Keep your voice calm
- Avoid overreacting
- Listen
- Express support and concern
- Avoid continuous eye contact
- Ask how you can help
- Keep stimulation level low
- Move slowly
- Offer options instead of trying to take control
- Avoid touching the person unless you ask permission
- Be patient
- Gently announce actions before initiating them
- Give them space; don't make them feel trapped
- Don't make judgmental comments
- Don't argue or try to reason with the person

*If you can't de-escalate the crisis yourself or you feel the person is in danger of hurting themselves, others, or property, call a crisis number (see page 2).*

### **Common Warning Signs of Suicide**

- Giving away personal possessions
- Talking as if they're saying goodbye or going away forever
- Taking steps to tie up loose ends, like organizing personal papers or paying off debts
- Making or changing a will
- Stockpiling pills or obtaining a weapon
- Preoccupation with death
- Sudden cheerfulness or calm after a period of despondency

# What to Do if You Suspect Someone is Thinking about Suicide

*Say something like:*

- Are you thinking about killing yourself? (be direct—don't say "Are you thinking about hurting yourself?")
- Do you have a plan? Do you know how you would do it?
- When was the last time you thought about suicide?

If the answer is "Yes" or you think they might be at risk of suicide you need to seek help immediately.

- Call a mental health professional
- Remove potential means to complete suicide, such as weapons and medications to reduce risk.
- Call a crisis number or call 911

*What not to do:*

- Promise to keep it a secret. Instead say "I care about you too much to keep this a secret."
- Don't debate the value of living or argue that suicide is wrong.
- Don't ask in a way that indicates you want "no" for an answer (You're not thinking about suicide, are you?)
- Don't try to handle the situation alone

*What not to say*

- "We all go through tough times like these. You'll be fine."
- "It's all in your head... just snap out of it."

# TIPS FOR GOOD MENTAL HEALTH

## **Build relationships**

Having good relationships with other people is the most important factor contributing to a sense of well-being. This can include family, friends, workmates and others in the community. Investing time and energy in your relationships can lead to great benefits for all involved.

## **Get plenty of sleep**

Sleep is really important for our physical and mental health. Sleep helps to regulate the chemicals in our brain that transmit information. These chemicals are important in managing our moods and emotions. If we don't get enough sleep, we can start to feel depressed or anxious.

## **Eat well & exercise**

Eating well isn't just important for our bodies, but it's also important for our minds. Certain mineral deficiencies, such as iron and vitamin B12 deficiencies, can give us a low mood. Exercise has been shown to increase well-being as well as reduce symptoms of depression and anxiety.

## **Practice gratitude**

Gratitude is strongly and consistently associated with greater happiness. Gratitude helps people feel more positive emotions, relish good experiences, improve their health, deal with adversity, and build strong relationships. Try keeping a gratitude journal and write down three positive things each day.

## **Have fun**

Try to make time for doing the fun things you enjoy. If you like going for a walk, painting or a specific TV show, try to set aside time to enjoy yourself. If we don't spend any time doing things we enjoy, we can become irritable and unhappy.

## **Give to others**

Making a contribution to the community, however small, increases social well-being. Many people feel a sense of contributing through meaningful work, but this could also mean volunteering, helping a neighbor or performing small acts of kindness. Take some time to do the things you really enjoy. Pleasant events can lead to positive emotions that can cancel out negative feelings.

# SIMPLE TOOLS TO COPE WITH ANXIETY & STRESS

## **Use deep breathing**

Deep breathing has been shown to slow the heartbeat, lower or stabilize blood pressure and lower stress. Focus on taking deep breaths in and out through your mouth, feeling the air slowly fill your chest and belly and then slowly leave them again. Breathe in for a count of four, hold for a second, and then breathe out for a count of four. Repeat this at least three times.

## **Practice mindfulness**

Mindfulness is a research evidence-based practice that reduces stress, improves focus and sleep, decreases depression and anxiety, positively impacting one's overall health and well-being. When you are feeling stressed, focus on the physical sensations you are familiar with, like digging your feet into the ground, or feeling the texture of your jeans on your hands. These specific sensations ground you firmly in reality and give you something objective to focus on.

## **Try the 5,4,3,2,1 exercise**

Sit quietly and notice:

- 5 things you can see
- 4 things you can physically feel
- 3 things you can hear
- 2 things you can smell
- 1 thing you can taste

## **Go for a walk**

Exercise keeps the blood pumping in exactly the right way. It can help flood our body with endorphins, which can improve our mood. Because you're stressed, choose light exercise that's gentle on the body, like walking.

## **Progressive muscle relaxation**

Find a quiet location. Close your eyes and slowly tense and then relax each of your muscle groups from your toes to your head. Hold the tension for three seconds and then release quickly. This can help reduce the feelings of muscle tension that often comes with anxiety.

# HOW DO I GET HELP?

- **Talk about what is bothering you.** Talking is a good way to start dealing with a mental health issue. Find a trusted family member, friend, or health professional who will take time to listen to you
- **Talk to your primary care doctor** or another health professional about your concerns. Ask them to connect you with the right mental health services
- **Contact a mental health provider** directly. Use the resources on page 11 of this guide to help you find a provider in your area
- **Check with your insurance company** to make sure you understand your mental health coverage. If you do not have insurance call Goodhue County Health & Human Services at (651) 385-3200
- **Call the NAMI HelpLine.** It is a free service providing information, resource referrals and support to people living with mental health conditions, their family members and caregivers, mental health providers, and the public. *The NAMI HelpLine can be reached Monday through Friday, 9 a.m.- 5 p.m. at 1-800-950-NAMI (6264) or [info@nami.org](mailto:info@nami.org)*

## REMEMBER



Get help. Mental health issues are treatable.



There are many ways to get help.



If you are unsure, start by finding someone you trust to talk to.

# GLOSSARY OF TERMS

**Adult Rehabilitative Mental Health Services (ARMHS):** is a skill building service for adults (over 18-years old) with mental health diagnosis as well as functional limitations due to the illness. Through the program, mental health practitioners teach, coach, support, and do “along with” the client as they navigate the path of their illness.

**Anxiety Disorders:** a group of common mental health disorders. People with Anxiety Disorder will experience things like mental and physical tension about their surroundings, apprehension about the future, and will have unrealistic fears. It is the amount and intensity of the anxiety sensations and how they interfere with life that makes them disorders.

**Behavior Disorders:** are a group of mental health disorders that are characterized by persistent or repetitive behaviors that are uncommon among children of the same age, inappropriate, and disrupt others and activities around the child.

**Case Management:** a range of services provided to assist and support individuals in developing their skills to gain access to needed medical, behavioral health, housing, employment, social, educational, and other services essential to meeting basic human needs. This also includes the monitoring of overall service delivery. Case management is available for both adults and children. Eligibility is required.

**Children's Therapeutic Services & Supports (CTSS):** a flexible range of mental health and rehabilitation services for children and youth with emotional disturbance and their families. The services are for children and youth who need higher levels of service than standard outpatient therapy. CTSS services can be basic community-based therapy services, such as in a home or school. They can also be more intensive site-based services, such as day treatment.

**Diagnostic Assessment (DA):** is a written report that documents the clinical and functional face-to-face evaluation of a person's mental health. The DA is necessary to determine a person's eligibility for mental health services through Minnesota Health Care Programs.

**Emotional Dysregulation (ED):** the inability to manage the intensity and duration of negative emotions such as fear, sadness, or anger.

**Intensive Residential Treatment Services (IRTS):** are time-limited mental health services provided in a residential setting. Recipients of IRTS are in need of more restrictive settings (versus community settings) and at risk of significant functional deterioration if they do not receive these services. IRTS are designed to develop and enhance: psychiatric stability, personal and emotional adjustment, self-sufficiency, and skills to live in a more independent setting.

**Mental Illness:** health conditions involving changes in emotion, thinking or behavior (or a combination of these). Mental illnesses are associated with distress and/or problems functioning in social, work or family activities.

**Mental Health/Mental Well-Being:** is a state of well-being in which individuals realize his or her own abilities, can cope with normal stresses of life, can work productively and fruitfully, and are able to make a contribution to his or her community.

**Mood Disorders:** are a group of mental health disorders related to problems in how the brain controls emotions. A person with a mood disorder experiences abnormal changes in mood.

**Parent Child Interaction Therapy (PCIT):** is an evidence-based treatment for young children with behavioral and emotional disorders that places emphasis on improving the quality of the parent-child relationship and changing parent-child interaction patterns.

**Personality Disorders:** are a group of mental health disorders in which a person has a rigid and unhealthy pattern of thinking, functioning and behaving. A person with a personality disorder has trouble perceiving and relating to situations and people. This causes significant problems and limitations in relationships, social activities, work and school.

**Protective Factor:** is anything that decreases a person's chances of getting a disorder or having a negative outcome. An example of a protective factor is having a supporting family or community

**Psychiatrist:** is a medical doctor who specializes in understanding, diagnosing and treating mental disorders. They are able to prescribe medications.

**Psychologist:** is a Ph.D. level specialist who is licensed to practice professional treatment of mental, emotional, and behavioral disorders.

**Psychotherapy:** is a type of treatment for emotional, behavioral, personality, and other psychiatric disorders based mainly on person to person communication.

**Psychotic Disorders:** severe mental disorders that cause abnormal thinking and perceptions. People with these types of disorders often experience delusions and hallucinations. Schizophrenia is one type of psychotic disorder.

**Resilience:** the ability to bounce back after set backs.

**Social Worker:** is an educated professional trained to respond to a variety of situations, assess immediate needs, and implement a plan to assure safety and improve well being.

**Stigma (related to mental illness):** is attaching negative qualities to mental disorders (such as thinking people with a mental disorder are dangerous). Stigma is a strong force and may keep people from speaking about their mental health, getting help, or receiving treatment.

**Suicide:** is death that occurs as a result of an action designed to end one's life.

**Suicidal Ideation:** refers to thoughts, images, or fantasies of harming or killing oneself.

**Teletherapy:** is when a therapist or counselor provides psychological counseling and support over the internet through email, video conferencing, online chat, or a phone call.

**Therapist:** is a person who is professionally trained and/or skilled in the practice of a particular type of therapy.

# FIND A MENTAL HEALTH PROVIDER



## Fast-TrackerMN.org

Fast Tracker is a website that connects people to mental health and substance use disorder resources. They connect individuals, families, mental health and substance use disorder providers, physicians, care coordinators, and others with a real-time, searchable directory of mental health and substance use disorder resources and their availability within Minnesota. Search for services/resources by one or a combination of these criteria such as insurance plans, specific services, and availability.



**Call: 2-1-1**

**Toll Free: 800- 543-7709**

**Local: 651-291-0211**

**Text: Text your zip code to 898-211 (Available M-F 8am- 7pm)**

United Way 2-1-1 provides free and confidential health and human services information for people in Minnesota. They are available 24 hours a day, 7 days a week to connect you with the resources and information you need. Whether you are in crisis, or need a little support, they're here to help. Call, text, or chat with your local 211 to speak with a community resource specialist in your area who will help you find services and resources that are available to you.

# TELETHERAPY

Teletherapy is when a therapist or counselor provides psychological counseling and support over the internet through email, video conferencing, online chat, or a phone call. Teletherapy may improve access to care for people who live in remote areas, lack transportation, can't get an appointment with a local provider in a timely manner, or simply because they find it more convenient. The practice can also enhance psychological services by allowing psychologists to support clients between visits. Some teletherapy services are not covered by insurance.

## Commonly Used Teletherapy Services

Company/App Name	Telehealth Modality	Cost
American Well americanwell.com	Video conferencing	\$79/session; some insurances reimburse
BetterHelp betterhelp.com	Asynchronous messaging, live chat, live phone, video conferencing	Plans begin at \$35/week
Breakthrough breakthrough.com	Video conferencing	Determined by therapist; some insurances reimburse
Minnesota Online Counseling mnonlinecounseling.com	Video conferencing, live phone, live text	Contact for more information. Participates in a variety of insurance plans
River City Clinic rivercityclinic.com	Video conferencing, live phone (initial assessment in person)	Contact for more information. Participates in a variety of insurance plans
7 Cups of Tea 7cups.com	Asynchronous messaging	Plans begin at \$37.50/week or \$150/month
Talk Space talkspace.com	Asynchronous messaging, video and voice messaging	Plans begin at \$32/week

*This is not intended to be a comprehensive list of all telehealth services.*

*Please contact your local provider to see if they offer telehealth services.*

# COUNTY MENTAL HEALTH SERVICES



**Goodhue County Health & Human Services**  
**(651) 385-3200**  
**[co.goodhue.mn.us/hhs](http://co.goodhue.mn.us/hhs)**

## ***Adult Mental Health Case Management***

Assist adults with serious & persistent mental illness (SPMI) to identify their mental health and other service needs, develop their personal goals, and access needed services including: mental health, medical/physical health, financial, vocational, social, housing, transportation, advocate for their service needs, and educate themselves on management of their illnesses

### *Criteria*

Eligibility for Adult Mental Health Case Management Services is based on a Mental Health Professional's determination that the individual needs the service and meets the State's requirements as having a serious and persistent mental illness (SPMI). A diagnostic assessment is necessary from a Mental Health Professional to establish criteria and the individual needs to be on or eligible for Medical Assistance.

## ***Children's Mental Health Targeted Case Management***

Designed to help the child with severe emotional disturbance (SED) and the child's family obtain needed mental health services, social services, educational services, health services, vocational services, recreational services, and related services in the areas of volunteer services, advocacy, transportation, and legal services.

*Fernbrook Family Center provides Children's Mental Health Targeted Case Management services for Goodhue County.*

## ***Pre-Petition Screening for Civil Commitment***

When a person is a danger to themselves or others due to mental health, chemical use issues, or developmental delays, they may require a commitment. The commitment process begins when Social Services conducts a Pre-Petition Screening to determine if the individual is in need of commitment.

# INSURANCE

Insurance is a crucial tool that can grant access to needed treatment to get well. Health insurance helps pay for mental health care needs including checkups, visits to specialists, emergency care, and hospital stays. In most cases insurance will keep a person from paying the full cost of medical services. Getting insured or reviewing your current insurance plan may seem complicated, but knowing the basics can help you navigate the system successfully. Health plans and insurance companies must apply similar rules to mental health and substance use disorder benefits as they do to physical health benefits.

## What to know

Your health insurance is required to offer benefits for mental health and substance use services that are at least the same as those for physical health. This includes benefits for:

- Payment, such as deductibles, copayments, coinsurance and out-of-pocket limits.
- Treatment, such as visits covered.
- Care management, such as requirements to get treatment authorized before getting it.

## What to Do

### *Exercise your rights*

If you don't think your health insurance is covering mental health and substance use services as they should, you can do the following:

- **Contact your health insurance company.** If your plan denies payment, it must give you the reason for the denial in writing.
- **File an appeal.** If your plan denies a claim, you have the right to appeal it.
- **Contact your health plan's state regulator.** The three state agencies listed below oversee health plans in Minnesota. They are available to assist you with questions or concerns.
  - **Public program enrollees:** Contact the Ombudsman for Public Managed Health Care Programs at 651-431-2660 or 1-800-657-3729.
  - **Individual or small group insurance policy enrollees:** Contact the Minnesota Department of Commerce at 651-539-1600 or 1-800-657-3602.
  - **For individual or small group HMO policy enrollees:** Contact the Minnesota Department of Health at 651-201-5100 or 1-800-657-3916.

*This information is from the Minnesota Department of Health Quick Card, "Mental Health"*

**If you do not have medical insurance visit [mnsure.org](https://mnsure.org) or call Goodhue County Health & Human Services at (651)385-3200 to see if you qualify for a public insurance program.**

# TRANSPORTATION

There are services in Goodhue County for community members who need transportation to and from medical appointments.

## **Faith In Action In Red Wing Services** **651-327-2400**

Volunteer drivers will transport individuals to local appointments. Requests must be made 2 days in advance of services, and rides will depend on availability of drivers.

## **Hiawathaland Transit** **866-623-7505**

Hiawathaland Transit is operated by Three Rivers, and is available to everyone for any reason. Their buses can transport anyone anywhere within city limits! In some communities, A Dial-A-Ride bus is available

## **Hiawathaland Auxiliary Regional Transit (HART) Program** **866-623-7505**

**[hart@threeriverscap.org](mailto:hart@threeriverscap.org)**

Drivers transport residents of Goodhue, Rice & Wabasha counties who are unable to utilize public transportation, using their personal vehicle.

## **Red Wing Mobility** **651-388-9215**

Provides transportation to medical or dental appointments in State Certified vehicles. Some restrictions do apply.

## **RideConnect** **866-567-7242**

South Country Health Alliance members may be eligible for non-emergency medical transportation (NEMT) services to help them get to and from their health care appointments. RideConnect offers safe and reliable rides to covered medical, behavioral health, and dental appointments.

## **Veterans Transportation Service** **844-698-2311**

Veterans Transportation Service provides safe and reliable transportation to Veterans who require assistance traveling to and from VA health care facilities and authorized non-VA health care appointments.



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