DEPARTMENT OF HUMAN SERVICES

Mobile Crisis Newsletter

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What's New on the DHS Mobile Crisis Website

The Minnesota Department of Human Services (DHS) Mobile Crisis Mental Health Services webpage for Partners and Providers has updated content designed to make important program information and resources easier to find.

The redesigned webpage brings provider-focused information together in one convenient location to support the delivery of mobile crisis services across Minnesota. Grantees and providers can use the site to access current guidance, training opportunities, reporting information, program materials, and other resources to help support their work.

With information organized into clear sections, the updated website makes it easier for providers to find the resources they need and stay informed about changes and developments within the Mobile Crisis Mental Health Services program.

What You'll Find on the Updated Website

The website includes dedicated sections for:

- **Key Benefits** – Information about how mobile crisis services support individuals, families, providers, and communities, including the role of mobile crisis response in connecting people with timely behavioral health support.
- **Requirements** – Current information on statutes, rules, and other requirements for mobile crisis providers.
- **Resources** – Training opportunities, guidance, provider tools, templates, and other program resources to help providers deliver and strengthen mobile crisis services.
- **Forms** – Forms are not currently available in this section. Please check back for future updates.
- **Newsletters** – Mobile Crisis program news, updates, highlights, and information about activities across the state.
- **Contact Information** – Contacts for questions related to grants, policy, providers, and crisis services.
- **Statewide** – This section lists meeting dates for mobile crisis statewide meetings.

The website also provides reporting and grant reporting information, behavioral health resources, and other tools to support providers in their day-to-day work. Bringing these resources together in one place can help providers spend less time searching for information and more time focusing on the people and communities they serve.

A Resource for Mobile Crisis Providers

As the program continues to evolve, the website will be an important place for providers to find new guidance, resources, training opportunities, newsletters, and program updates.

Explore the new Mobile Crisis Mental Health Services website: Link



Mobile Crisis Response Services Grant Monitoring Visits

Grant managers are reaching out to Mobile Crisis Response Services grantees to schedule virtual grant monitoring visits. These visits are a standard part of state grant oversight and provide an opportunity to review progress, discuss successes and challenges, and ensure grant activities align with grant requirements.

The Minnesota Office of Grants Management (OGM) Policy 08-10 requires state agencies to conduct at

least one monitoring visit during the grant period for state grants over $50,000 and at least annually for grants over $250,000. Monitoring may include reviewing program performance, financial information, supporting documentation, and progress toward grant goals.

What Can Grantees Expect?

Grant managers will work directly with grantees to schedule the virtual visit and provide information about what will be reviewed. Discussions may include:

- Grant goals, activities, and progress
- Services provided and populations served
- Program accomplishments and
- Grant expenditures and any underspending
- Compliance with grant requirements
- Questions or technical assistance needs

Grantees can prepare by reviewing their grant agreement, recent reports, approved budget, and other relevant documentation. Staff who can speak to program and fiscal activities are encouraged to participate.

Monitoring visits are a standard oversight process and are not necessarily an indication of a problem. They also provide an opportunity for grantees to connect with grant managers, share successes and challenges, and ask questions.

Thank you to all Mobile Crisis Response Services Grantees for your continued work providing critical crisis services to Minnesotans.

Reminder: Prior Approval Required for Out-of-State Travel

Mobile Crisis Mental Health Services grantees are reminded that **prior written approval from the State is required for any out-of-state travel expenses charged to the grant**.

Under the grant contract, travel and subsistence expenses must follow the current Minnesota Management and Budget (MMB) Commissioner's Plan. Grantees will not be reimbursed for travel outside Minnesota unless **written approval is obtained from the State before the travel occurs**. Minnesota is considered the home state for determining whether travel is out of state.

Before planning out-of-state travel, grantees should:

- Confirm the travel is included in the approved **grant work plan**.
- Ensure the expense is allowable and related to grant activities.
- Obtain **prior written approval from the State**.
- Follow the current Commissioner's Plan travel and reimbursement requirements.
- Keep documentation of the approval and travel expenses.

When planning out-of-state travel, contact your grant manager before making arrangements to ensure the travel is approved and eligible for reimbursement.

Save the Date: 2027 Minnesota Suicide Prevention Conference

Mark your calendar for the second annual Minnesota Suicide Prevention Conference, taking place May 10–13, 2027, at the Mayo Civic Center in Rochester, Minnesota.

This statewide gathering will bring together professionals, advocates, community leaders, people with lived experience, and partners from across Minnesota to advance suicide prevention, intervention, and postvention efforts.

Save the Date
May 10–13, 2027
Mayo Civic Center
Rochester, Minnesota

More information about registration, speakers, sessions, and conference activities will be available as planning continues.

Learn more:
MNSuicidePreventionConference.org

The Minnesota Suicide Prevention Conference is supported by the Minnesota Department of Health Suicide Prevention Regional Coordination Grant.

Stay tuned for updates and plan to join colleagues and partners from across Minnesota in May 2027!

Building Stronger Crisis Services for American Indian and Alaska Native Communities

The Toolkit for Crisis Centers Serving American Indian/Alaska Native (AI/AN) Communities provides practical guidance for crisis centers seeking to strengthen their ability to serve AI/AN individuals and communities with greater cultural responsiveness, understanding, and respect.

The toolkit focuses on three key goals: increasing staff awareness of AI/AN cultures, traditions, practices, and community needs; increasing the use of crisis services among AI/AN individuals; and improving the quality and cultural responsiveness of services provided to AI/AN help seekers.

Whether a crisis center is just beginning to address the needs of local AI/AN communities or has already developed strong tribal partnerships, the toolkit emphasizes that there is no one-size-fits-all approach. Each tribal community has its own history, traditions, strengths, experiences, and priorities. Effective crisis programs should be shaped by the unique needs and perspectives of the communities they serve.

Building Meaningful Partnerships

A central message of the toolkit is that this work should be done with AI/AN communities, rather than to or for them. Meaningful partnerships with tribal communities, tribal health representatives, cultural leaders, elders, and other community members can help crisis centers develop outreach strategies, policies, training, and services that are relevant, respectful, and responsive to local needs. Building these relationships requires listening, trust, and ongoing collaboration. Crisis centers can strengthen their services by seeking community input, recognizing existing strengths and resources, and creating opportunities for tribal partners to help shape how crisis services are delivered.

Recognizing Culture as a Protective Factor

The toolkit also highlights the important role of culture as prevention. AI/AN communities have demonstrated resilience and strength through generations of cultural, traditional, and spiritual practices. Connection to traditional practices, family, community, language, land, and culture can promote well-being and serve as important protective factors during difficult times. Recognizing and supporting these strengths allows crisis centers to take a broader approach to care—one that addresses immediate needs while also supporting connection, resilience, healing, and long-term well-being.

An Updated Resource for Crisis Centers

Originally developed in 2012 as the *National Suicide Prevention Lifeline: Toolkit for Crisis Centers Serving American Indian and Alaska Native Callers*, this revised and updated toolkit incorporates feedback from crisis service coordinators, supervisors, tribal liaisons, tribal health representatives, and other specialists across the country.

The updated resource can help crisis centers assess their current practices, strengthen relationships with tribal communities, and identify opportunities to make crisis services more accessible and culturally responsive.

Ultimately, the toolkit is more than a guide for improving crisis response. It is a resource for building respectful, sustainable partnerships and culturally responsive systems of care that recognize the strengths, resilience, traditions, and wisdom already present within AI/AN communities.



Crisis Response in Action: A Six-Part Virtual Training Series for Real-World Impact

Free, on-demand training helps Minnesota's crisis response professionals strengthen skills, support individuals in crisis, and build a more sustainable workforce.

RC Warner Consulting, in partnership with the Minnesota Department of Human Services (DHS), offers *Crisis Response in Action*, a free, six-part recorded training series designed to strengthen the effectiveness, cultural responsiveness, and sustainability of Minnesota's crisis response workforce.

The series provides practical knowledge, strategies, and skills that professionals can apply in their day-to-day work supporting individuals experiencing mental health and substance-related crises. With on-demand access, participants can complete the sessions at a time and pace that fit their schedules.

Who Should Participate?

The training is designed for professionals working across Minnesota's behavioral health crisis continuum, including:

- 988 Lifeline specialists
- Certified Community Behavioral Health Clinic (CCBHC) staff
- Mobile crisis teams

Through six focused sessions, participants can strengthen their skills in key areas of crisis response, including de-escalation and suicide risk response, substance-related and co-occurring crises, culturally responsive practices, and strategies that promote workforce effectiveness and sustainability.

Whether responding to an immediate crisis or supporting individuals through complex behavioral health needs, participants will gain practical approaches to help inform and strengthen their work.

Continuing Education Credits Available

The training has been approved for continuing education by both the Minnesota Board of Social Work and the Minnesota Board of Behavioral Health and Therapy. Continuing education credit is available for participation in the live or recorded training.

Enroll Today—It's Free!

Getting started is easy. New participants can create a free account and enroll in the training series using the link below. The full Crisis Response in Action training series, including all six recorded sessions and the new capstone, will remain available at no cost through *December 31, 2026*

Register for Crisis Response in Action

Already registered? Log in to your existing account and visit the course page to continue the training at your convenience.

Access the Training Course

Coming in Late Fall: Crisis Response Virtual Training Capstone

A new, 30-minute, self-paced capstone module is planned for late fall, bringing Minnesota's six-session crisis response training series to a close.

Rather than simply reviewing previously covered material, the capstone will focus on applying and integrating the knowledge and skills gained throughout the series. Participants will work through an evolving scenario that brings together key concepts and approaches from all six sessions, helping them recognize how different skills can be applied in real-world crisis situations.

Watch your email for additional information about the capstone, including its availability and instructions for accessing the training.

Invest in your skills. Strengthen your response. Make a difference in the lives of Minnesotans experiencing crisis.

Explore *Crisis Response in Action* today and take advantage of this free



How to Access Virtual Recordings

You may access the summit recordings by following these steps:

1. Visit justcallmn.com.
2. Click **Provider Login**.
3. If you already have an account, log in using your existing account information.
4. If you already have an account but can't remember your password, select **"Forgot Password"** to request a password reset.
5. If you are new to the system, click **Request Access** and complete the requested information to create an account.
6. Once logged in, you will be able to access all the sessions.

If you experience any issues, please contact the Mobile Crisis Team at dhs.cmhcrisis@state.mn.us

On-Demand Learning: Access the Virtual Summit Recordings

MetrCCS, which supports mobile mental health crisis response across the seven-county metropolitan area, hosted its 7th Annual Statewide Virtual Summit, *Hope That Holds Under Pressure*. The event offered learning opportunities focused on strengthening the knowledge, skills, and effectiveness of local mental health crisis response team members.

The summit featured a wide range of topics relevant to the complex and evolving needs of individuals experiencing mental health crises. Sessions explored practical crisis intervention strategies, culturally responsive care, suicide prevention, trauma-informed approaches, and ways to strengthen connections among crisis responders, families, schools, and community partners.

Key topics included co-regulation and sensory support in crisis care; intercultural approaches to crisis assessment; motivational interviewing; suicide prevention and regional coordination; and supporting youth in rural communities. Presentations also addressed working with autistic individuals and people with intellectual disabilities, responding to co-occurring disorders, and improving crisis support for LGBTQIA+ individuals, older adults, veterans, and people who use assistive medical devices.

Recognizing the importance of responder well-being, the summit highlighted self-care strategies, burnout prevention, and the role of compassion and resilience in demanding crisis response work. Additional topics included ethical boundaries in a technology-driven world, the influence of online influencers and artificial intelligence on youth mental health, school-based crisis coordination, mental health support for public safety personnel, and involuntary behavioral health treatment.

Together, these learning opportunities reinforced the importance of flexible, compassionate, and person-centered approaches to crisis response. By equipping local crisis team members with practical tools and fresh perspectives, MetrCCS continues to support efforts to provide effective, responsive care to individuals and families throughout the seven-county metro area.

Recording reminder: Free webinar recordings are the property of the individual workshop speakers or MetrCCS and may not be copied or distributed to individuals who did not register for the event.

The *Hope That Holds Under Pressure* summit reflects MetrCCS's ongoing commitment to professional development, collaboration, and strengthening local mental health crisis response systems across the seven-county metropolitan area.

BEFORE MAKING CHANGES: Understanding Budget Revisions vs. Contract Amendments:

To maintain fiscal accountability, ensure compliance with grant requirements, and prevent delays in contract processing, all fiscal hosts and subcontractors must understand the requirements governing budget revisions and contract amendments. **Budget changes must follow established approval procedures, and prior written approval from the Crisis Response Grant Manager is required before any part of the budget is changed.**

Your Approved Budget Is Your Governing Budget

Under the contract language, the budget summaries submitted with the grant application become the official contract budget once approved by the State. All expenditures and budget adjustments must align with the State-approved budget and applicable contract amount. When Crisis Services are subcontracted, the fiscal host must ensure that each fiscal host and/or subcontractor follows its submitted budget and if applicable that detailed subcontractor budgets are maintained on file by the fiscal host.

Budget Revisions: When Is an Amendment Not Required?

A budget revision generally involves shifting funds between existing budget line items without changing the total contract obligation.

A contract amendment is not required when the amount shifted **does not exceed 10% of the total budget for that budget year** and the adjustment does not change the total obligation amount.

Revisions may also include changes to how funds are used within existing, approved budget line items, provided the dollar amounts assigned to those lines remain unchanged and the changes comply with the contract.

Important: The absence of an amendment requirement does not eliminate the approval requirement. Fiscal hosts must obtain written approval from the Crisis Response Grant Manager before making any budget changes, including revisions that fall within the 10% threshold.

Contract Amendments: When Are They Required?

A contract amendment is required when a change must be made to the language of an existing contract. Amendments must satisfy the same legal requirements as the original contract.

This includes changes to budgets that exceed 10% of the total budget for the applicable budget year or changes to the work plan. Changes that affect the total contract obligation or otherwise require a formal contract modification must also be handled through the appropriate amendment process.

Fiscal hosts should not implement changes that require an amendment until the amendment has been properly reviewed, approved, and executed in accordance with applicable requirements.

The Bottom Line

Do not assume a budget change is automatically permitted because it falls within the 10% threshold. The distinction between a budget revision and a contract amendment is critical, but both must be managed through the appropriate approval process.

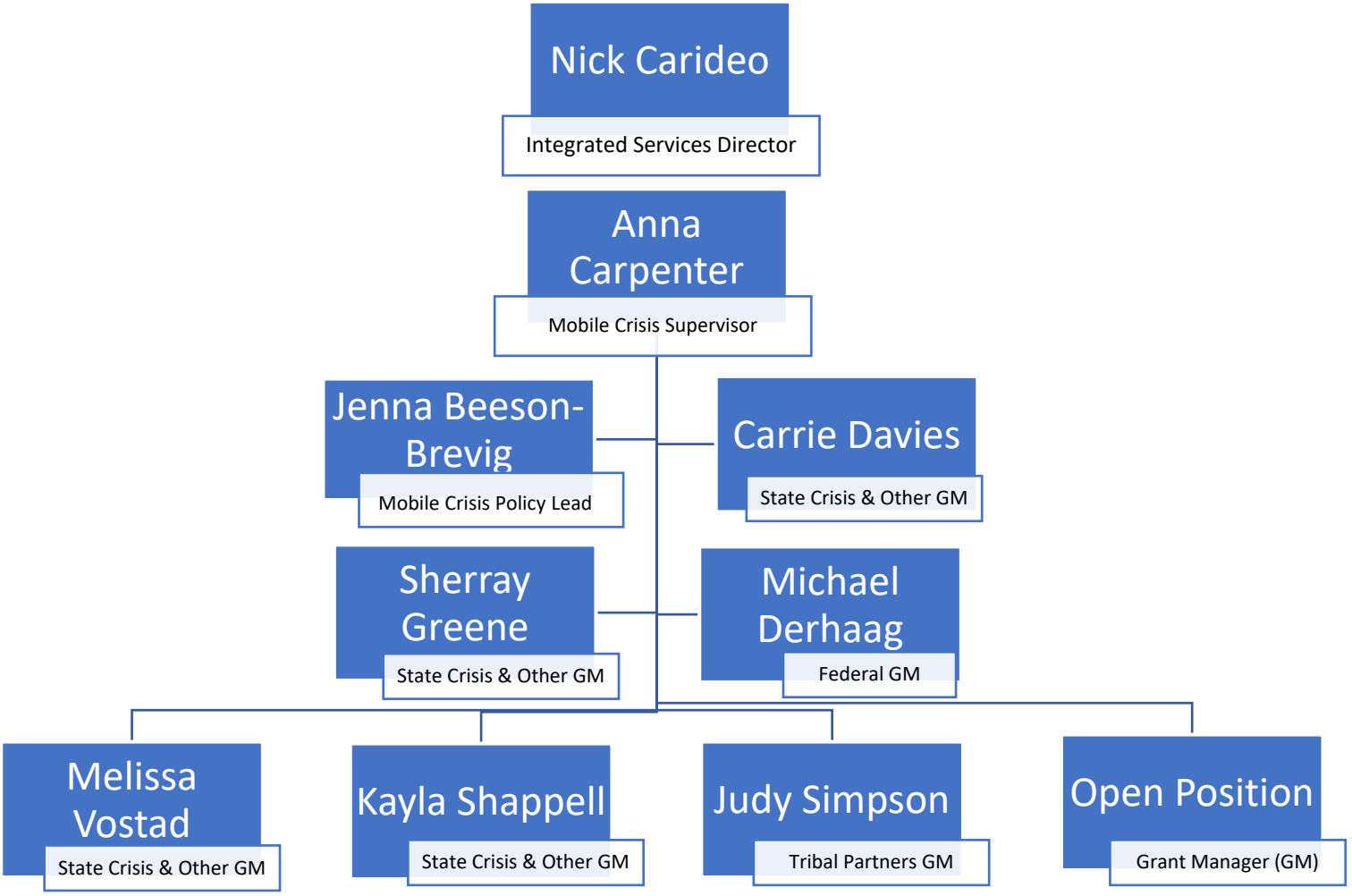
When in doubt, consult the Crisis Response Grant Manager before making a change. Early communication, written approval, and thorough documentation help protect compliance, support fiscal accountability, and prevent avoidable delays.

Key Responsibilities for Fiscal Hosts

To ensure compliance, counties must:

- **Follow the State-approved budget.** The approved budget governs allowable budget allocations under the contract.
- **Obtain written approval before making changes.** Contact the Crisis Response Grant Manager before changing any part of the budget.
- **Monitor the 10% threshold.** Determine whether a proposed adjustment qualifies as a budget revision or requires a contract amendment.
- **Maintain subcontractor budget documentation.** Keep detailed budgets for all Crisis Services subcontractors on file and ensure subcontractors follow their approved budgets.
- **Involve the fiscal host.** All communication between subcontractors and the State must include the fiscal host. The fiscal host must also be involved in all discussions regarding budget revisions and contract amendments.
- **Maintain appropriate documentation.** Keep written approvals and supporting records to demonstrate compliance with contract requirements.

DHS Mobile Crisis Team Organizational Chart



Welcome Anna Carpenter, New Mobile Crisis Team Supervisor

The Mobile Crisis Team is pleased to welcome **Anna Carpenter** as its new Supervisor. Anna joins the Minnesota Department of Human Services (DHS) Behavioral Health Administration after serving as a Principal Planner with the Minnesota Department of Health's Cannabis & Substance Use Prevention Program. Her first day with DHS was October 5.

Anna is a Licensed Independent Clinical Social Worker (LICSW) with extensive experience in direct practice, crisis response, stabilization, safety planning, and coordination with hospitals, clinics, and community partners. She holds graduate degrees in social work and public health from the University of Minnesota and has supported behavioral health initiatives at both the state and county levels.

Anna brings experience leading multidisciplinary teams and a strong commitment to collaboration, supportive team cultures, and accessible, person-centered services. In her new role, she will help support the Mobile Crisis Team and contribute to ongoing efforts to strengthen systems and expand access to crisis care for Minnesotans.



Whether you are a crisis provider, mandated reporter, or community partner, maintaining strong connections to reliable resources is essential when responding to mental health crises and coordinating related services. Timely access to accurate information can make a meaningful difference in ensuring individuals receive appropriate care and support.

Here is a curated list of frequently used and commonly requested contact information for crisis teams in supporting and strengthening crisis response efforts across the state.

Contact Information for Crisis Teams

DHS Behavioral Health Administration (BHA) Email Directory

BHA Directory

Minnesota Health Care Programs (MHCP) Provider Resource Center

dhs.healthcare-providers@state.mn.us

651-431-2700 or 800-366-5411 (for private or sensitive inquiries)

MHCP Provider Resource Center

Foundant Technologies

For questions, contact the DHS Mobile Crisis Unit.

dhs.cmhcrisis@state.mn.us

Foundant Homepage

Mental Health Information System (MHIS)

Client data, including crises, and tools for tracking and reporting crisis data.

dhs.amhis@state.mn.us (for reporting requirements or issues)

651-431-2700 or 800-366-5411 (for access, password resets, or user profile updates)

TrainLink: Behavioral Health Learning Center

For partners and providers, access to the dept's learning system and training modules.

bhtraining.dhs@state.mn.us

DHS TrainLink

Minnesota Adult Abuse Reporting Center (MAARC)

Mandated reporters must report suspected maltreatment of a VA within 24 hours.

844-880-1574

MARRC online reporting form

Minnesota Department of Human Services –Adult Residential Crisis Stabilization (RCS)

RCS provides 24/7 short-term support for adults in mental health crisis.

dhs.adultmhact_irts@state.mn.us

Minnesota Department of Human Services –Adult Mental Health Initiatives

mn_dhs_amhi.dhs@state.mn.us

Minnesota Department of Human Services – Aging and Disability Resource Hub

Housing, food, medication, legal, transportation, and other resources.

Aging and Disability Resources

Minnesota Department of Human Services – Open Grants, RFPs, and RFIs

Open grants, RFPs and RFIs