

Behind the Veil



VAIL COMMUNITIES
CULTIVATING HOPE FOR MENTAL HEALTH & WELLBEING

September 2025

Suicide Prevention Month

Each year, September is recognized as Suicide Prevention Month as a time to raise awareness, spread hope, and spark meaningful action around one of the most urgent mental health issues of our time. With one conversation, asking someone how they're really doing--and being ready to truly listen--can save lives.

This month: Start a conversation. Be the difference. No one has to face this alone and help is always available. Vail Communities wishes you a healthy and hopeful September. As we enter into the fall season, check in on your friends and loved ones. One conversation can make a world of difference!

Housing Update - Status of HSS Program

DHS has determined that the statewide Housing Stabilization Services (HSS) program will be terminated due to exposed fraud. Updates from the state are still developing and information to enrolled agencies has been limited. The program will not be terminated until after a 30-day public comment period has concluded and CMS reviews and approves the action. As DHS determines what a new alternative housing support program may look like, Vail Communities and other HSS providers will continue to deliver HSS services to enrolled participants. Vail Communities will continue to share updates on its social media platforms as information is given. Stay tuned!

Save the Date! CarniVail



Cue the carnival music! We are only ONE MONTH away from our first ever CarniVail! This mental health themed event is designed for the whole family! Admission to the event is free and it will feature resource booths, carnival games, food trucks with food for purchase, and more - all in the spirit of raising money for mental health and Vail Communities!

Saturday, October 4th
10am - 1pm

St. Mary's Greek Orthodox Church
3450 Irving Ave. S.
Minneapolis, MN 55408

TCM Update - Collaboration, Team Building, and Fun!

In August, our Targeted Case Management quarterly meeting brought staff together for a fun and engaging scavenger hunt, encouraging collaboration and connection across departments. Additionally, we successfully completed orientation for our eight new managers and team leads, strengthening our leadership and reinforcing our commitment to quality service. We're proud of the momentum and teamwork driving us forward!



Ragnar Recap

Team "Mind Over Miles" did it!



In August, a team comprised of Vail Communities staff, Clubhouse Members, and supporters participated in the Ragnar Relay! They also raised over \$14,000 for our Clubhouses! WAY TO GO! Here's a reflection from runner and Clubhouse Member, JD:

"Running the Ragnar this summer for the third time was quite an accomplishment. It was so great running with fellow Vail Communities friends and being part of something bigger than myself. Running was especially challenging because of the weather conditions, but we all persevered! For me, running in general is terrific for my mental health as well as physical health. Thanks to all our Ragnar group for making this dream a reality!"

Dr. Vail Hour Podcast

Our podcast features conversations about mental health, stigma, and the experiences and stories of people in the field. Stay tuned for more episodes!

Listen now: <https://drvailhour.podbean.com/>.

Thank you for reading! 

Staff Spotlight

Whitney Meyer
ROSS Service Coordinator - Dow Towers



Whitney has worked at Vail Communities for 5 years in various roles and departments. She started in Vail Care as a community health worker then became the team lead. After Vail Care closed, she worked in the Assertive Outreach program and is now in the housing department. Her current role is the ROSS Service Coordinator at Dow Towers where she helps clients get connected to the resources they need to maintain their housing and independence. Her favorite part of her job is attending coffee hour with residents. She loves getting to know the residents and hearing their stories. Whitney is a certified community health worker. She has a degree in community psychology and health promotion, and she is currently pursuing a master's in healthcare administration. She has a strong interest in health promotion and making the healthcare system more accessible.

Integrated Partnerships - New On-Call Program!

In July, we launched a new on-call program with North Memorial Health to connect with patients during a critical transition period. When a referral comes in, Vail staff travel to NMH to meet with patients while they are still hospitalized - before discharge - to begin care coordination and build rapport! We are already seeing positive results, including meaningful early engagement with patients and favorable feedback from NMH staff!