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612-235-6743 • www.reclaim.care

Key Information & Frequently Asked Questions

What does RECLAIM do?

RECLAIM provides financially accessible, specialized mental health care to queer and trans youth ages 12-25 and their families. Our services include individual, family, and relational/couples therapy, along with care coordination services to facilitate access to community resources.

We also provide parent and caregiver coaching sessions to adults who are seeking to support queer and trans youth in their lives. RECLAIM also offers training and consultation services to assist community partners and youth-serving professionals in improving their ability to serve queer and trans folx.

Who does RECLAIM serve? What if I'm not sure what my gender or sexual orientation is?

RECLAIM focuses on serving LGBTQ+ youth ages 12-25 and their families. If a youth is unsure of their gender or sexuality, our therapists are trained to help them explore those aspects of their identity. Our therapists also treat other mental health concerns such as anxiety, depression, and pervasive trauma.

How do clients pay for therapy?

RECLAIM accepts most major insurance plans, including Medicaid and Medicare. When clients don't have insurance, can't meet copays, or face other financial challenges, we use an equity-based sliding scale to determine what they are able to pay. RECLAIM is committed to financial accessibility. Community generosity ensures that youth are never turned away because of their inability to pay for care.

Do parents have to give consent (or can they find out) if a minor receives care from RECLAIM?

In Minnesota, youth ages 16+ can consent for their own outpatient mental health care. Youth under 16 require parent/caregiver consent. If a youth age 16+ gives their own consent, their parent/caregiver can't access their records without their permission. However, if a youth uses their parent/caregiver's health insurance, they may see "RECLAIM" listed on insurance documents. If this is a concern, RECLAIM will not bill insurance and will use our equity-based sliding scale to determine what they are able to pay.

How can I get services at RECLAIM?

There are three ways to request services at RECLAIM:

1. Visit www.reclaim.care and click the orange Request Services button on our homepage to fill out our online Request for Services form.
2. Call 612-235-6743 x4 to request services.
3. Email services@reclaim.care to request services.

If we cannot match you with a therapist when you contact us, we will place you on a waitlist for our services. We can also provide recommendations to other providers to help you start care as soon as possible.

Where are clients seen? What if I live outside the Twin Cities?

In-person therapy occurs at our office in St. Paul on University Avenue near Hwy 280. Our therapists also provide virtual therapy services for youth anywhere in Minnesota. One of our therapists lives in Two Harbors and focuses on providing virtual therapy to youth in communities throughout Greater Minnesota.

Do you offer evening and/or weekend appointments?

RECLAIM only offers weekday appointments. Our staff works both in the office and at home, and our office hours are typically 9am to 7pm. We do not provide weekend or after-hours crisis services.

Do you provide services in languages other than English?

We can provide all our services in both English and Spanish.

Who are your therapists?

RECLAIM's clinical team includes an Intake and Care Coordinator, six Mental Health Therapists, and a Clinical Director. Everyone on our clinical team identifies as queer and/or trans, and more than half of our therapists are BIPOC. Our therapists are licensed at the graduate level, including both independently licensed therapists and therapists under supervision who are working toward independent licensure.

How is RECLAIM's work funded?

RECLAIM does not receive any government funding. Approximately 30% of our budget comes from insurance and client payments. Most of our revenue comes from our community via individual donations, support from business and faith partners, foundation grants, fundraising events, and training revenue.

What does RECLAIM need most right now?

RECLAIM is the only nonprofit in Minnesota that provides financially accessible mental health care to queer and trans youth, so we frequently receive more requests for care than we can accommodate. We need financial support from our community to ensure we remain financially accessible and to help us serve as many queer and trans youth as possible.

How can I donate to RECLAIM?

You can donate today with cash, check, or card. You can scan this QR code to give, or you can click on the blue Donate button on the homepage of our website, www.reclaim.care.

How else can I support RECLAIM?

Please fill out our newsletter sign-up sheet to get connected!

1. We have a variety of fun and fulfilling volunteer opportunities.
2. Join our Board of Directors or one of our Board committees.
3. Become a RECLAIM Ambassador by hosting a house party or fundraiser.
4. Connect us to LGBTQ+ aligned businesses and/or corporate employee resource groups who want to partner.

I'm a professional who wants to increase my ability to support queer and trans people. How can I get information about educational programs?

RECLAIM offers trainings and consultations to providers and organizations interested in improving their ability to work effectively around experiences of sexual orientation and gender identity. Professionals interested in these can get in touch with us by submitting a request at www.reclaim.care/training.