

June 29, 2022

Starting on July 1st, we begin our transitions for our Riverside and Palm Springs Mental Health Urgent Cares.

The Riverside MHUC will transfer from RI International to Telecare. Telecare and the RUHS Crisis Teams will work together onsite from July 1st through the 18th to triage and support community members in finding appropriate resources. Starting on the 18th, the Riverside MHUC will enroll new individuals seeking service onsite.

During the Palm Springs site transition, starting July 1st, the Indio Crisis Stabilization Unit will act as a voluntary CSU to provide service and handle mental health urgent care needs while we actively work on transitioning to a new provider. The Indio CSU is located at 47-915 Oasis Street, Indio, CA 92201. We are working hard to ensure that the transition is as seamless and community-driven as possible.

As we transition, community members should continue to call the Crisis Helpline at 951-686-HELP (4357). The Helpline is the regional 24/7 crisis hotline for Inland Southern California. It is free and confidential, and trained counselors are available to provide support and resources to best help you. Bilingual counselors are available.

We appreciate your patience, and we will continue to provide updates on the transition.



The Mental Health Urgent Care provides individualized support for adults experiencing mental health challenges. Staffed by a competent, caring team, a safe, supportive, recovery-oriented environment is provided, with an emphasis placed on safety, the reduction of symptoms, and the creation of a plan for continuing support and services.

Services:

- Provide 24 hour/7 days/365 urgent care mental health screening and assessment services and medications to address the needs of those in crisis in a safe, efficient, trauma-informed, and least-restrictive setting.
- Provide timely transition (discharge) planning that includes the guest in the plan creation, to ensure individualized services and supports.



The program offers a variety of services customized to the needs and preferences of guests, including; peer support, psychiatric and medication support, recovery education, nutritional education, health and recreation, community coordination and follow-up.

Location:

9990 County Farm Road, Suite 6
Riverside, CA 92503

951-509-2499

Who We Serve:

- Guests who are 18 years old or older, within Riverside County, California, and are voluntarily seeking assistance in a crisis situation.
- Guests able to walk-in, or to be referred by mobile crisis teams or law enforcement for crisis and assessment services.

Length of Stay:

Needs and circumstances determine the length of time each guest spends at the Mental Health Urgent Care. Guest stays cannot exceed 23-hours, as mutually agreed upon with staff. Upon a guest's arrival, we begin actively working on solutions. Guests may receive visitors, have access to a telephone, and will be invited and encouraged to participate in their individual service planning process.

Our Mission

Empowering people to recover, succeed in accomplishing their goals, find meaning and purpose in life, and reconnect with themselves and others.

Our Vision

Activating the next generation of frame-breaking healthcare innovation to support people beyond their behavioral health needs and succeed in the community where they live, work, and play.



Mental Health Urgent Care—Perris

At the Mental Health Urgent Care (MHUC) program in Perris, CA, we are here to help you find relief from distress and assist you in maintaining stability in your life.

We believe recovery starts from within and that our job is to do whatever it takes to help you cope with crisis and gain skills to deal with your challenges more effectively. Our voluntary, 12-chair facility includes a full staff of clinicians, psychiatric prescribers, nursing staff, and peer specialists who are all here to help you on your path.

Our services emphasize choice-making skills and harm-reduction techniques. We provide a safe, respectful environment where you can receive immediate, individualized assistance and a compassionate presence to stabilize symptoms, avoid the need for higher levels of care, and receive appropriate referrals to community-based resources.

What to Expect

Your recovery plan starts with you. Upon arrival, a diverse clinical team will provide an individualized assessment and work with you every step of the way to resolve your current crisis in ways that support your goals in life.

Our culture is based on recovery. We believe in respect and non-judgment, and we celebrate individual uniqueness. We care about the interpersonal relationship we develop so we can foster a supportive program setting.

Our staff are passionate, resourceful, and motivated. They are your partners in recovery.

Our goal is to be a place that helps you thrive, despite any challenges you might face along the way. We want you to be the leader of your recovery journey, and to create the life you want for yourself.

“The goal of recovery is not to become normal. The goal is to embrace the human vocation of becoming more deeply, more fully human.”

—Patricia Deegan, PhD, founder of CommonGround



CONTACT

85 Ramona Expressway, Suites 1-3
Perris, CA 92571
951-349-4195 Main

OFFICE HOURS

Open 24-hours, 7 days per week
Length of stay is up to 24 hours



Services at MHUC

The MHUC program offers a variety of services that can help you get the support you need so you can go home within 24 hours or access other appropriate services that meet your needs. Services include:

- Access to psychiatric providers, nurses, social workers, and other clinical staff
- Psychiatric assessment
- Medication evaluation and service
- Development of crisis and recovery plans
- Linkage and referral to community treatment resources including medical services

Accessing CSU Services

- Referrals can come from the county's mobile crisis teams, local hospital emergency departments, emergency treatment services, law enforcement, faith-based organizations, family, and friends
- Walk-ins are welcomed and encouraged

Admission Criteria

- Adults aged 18 and older
- Persons diagnosed with a mental illness who are experiencing a mental health crisis and who may also have a co-occurring substance use disorder
- Residents of Mid-County region: Hemet, San Jacinto, Perris, Lake Elsinore, Temecula, Murrieta, Menifee, Romoland, Wildamar and surrounding unincorporated areas

Our Story

The CSU was created to offer adults suffering mental health crisis a safe, structured place to get effective assessment and support outside of the emergency room environment.

The CSU's support system includes county teams providing crisis assessments and triage in community hospital emergency departments as well in response to requests from law enforcement.

We hope to prevent unnecessary hospitalizations and help people get back to their community with appropriate support within 24 hours or less.