

# caresolace<sup>®</sup>

Calming the Chaos of Mental Health Care

**BEAUMONT**  
—CALIFORNIA—

June 2025

[anita.ward@caresolace.org](mailto:anita.ward@caresolace.org)

# My Story



# Navigating the mental health care system is complicated.

It takes 60-80 calls on average to find an available provider who can meet the needs.

What do I need?

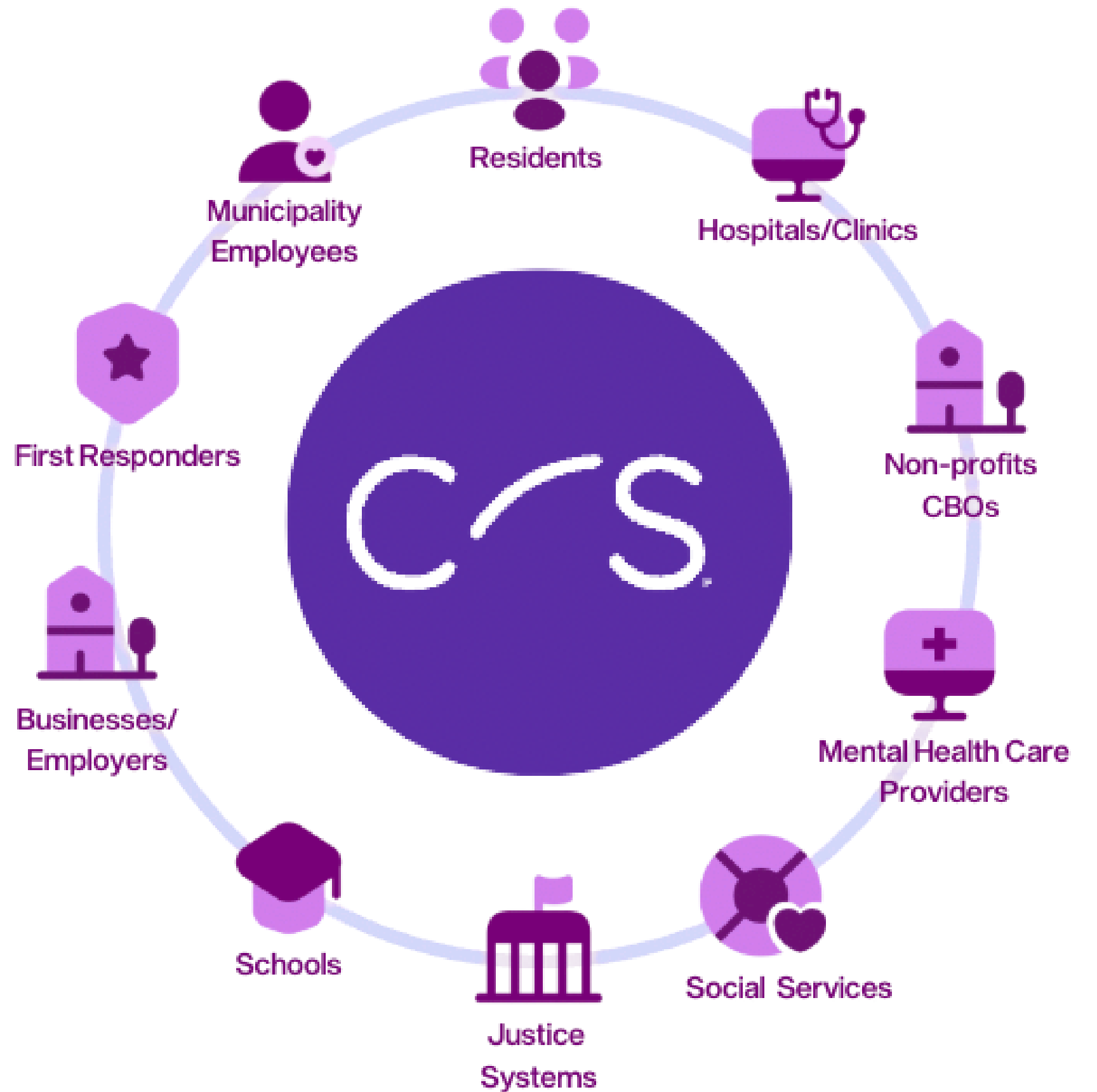
Who is in my area?

Who is accepting new patients?

Who speaks Spanish?

Who treats children?

Who takes my insurance?



# care solace.

Care Solace is a hub, a front door, to all mental health and social services in a municipality.

We **connect all residents** to the support they need, and we **navigate the associated chaos of specialization, insurance, eligibility, and availability.**

We make access to mental health care and social services **easy, inclusive, and dignified**  
**FOR EVERY RESIDENT.**



Individual Therapy



Psychiatry



Outpatient Services



Partial Hospitalization



Residential Programs



Medical Detox



Housing Assistance



Food Assistance



Free & Low Cost Dental & Health Care

# Care Solace has a long history of impact



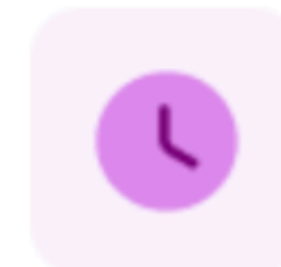
**923**

Communities



**24M**

Individuals  
with Access



**21M**

Support  
Interactions



**47%**

Intensive Pathways



**50%**

Public & No Insurance

# Care Solace Services

## 500+ Care Companions™



Departments, agencies, and employees connect through a dedicated employer QR code, or with a single call or text. Our Care Companion team is available 24/7/365 in 200+ languages to coordinate care.



**Call a Care Companion**

## Care Match™ Self-Serve Tool



For an anonymous pathway to care, your employees can utilize Care Match, our self-serve tool, to find verified providers on their own.



**Access the Care Match**

## Warm Handoff®



Employers use our proprietary software to easily submit referrals. We navigate the mental health care system and report on impacts.



**Scan a QR code**

## 673K Verified Providers



Care Solace has the largest network of verified mental health providers in the US, as well as social services in each community.



**Call a Care Companion**

# High-Touch Care Coordination Across Communities



Private Sector Associates of  
The United States Conference of Mayors

United States Conference of Mayors  
Business Council 2024 Best Practices Report

# Mayors and Businesses Driving Economic Growth

# 2024



THE UNITED STATES  
CONFERENCE OF MAYORS



Mayor Lori Stone shares the Murrieta referral card.

**Murrieta faced access challenges: limited providers, unavailable beds, fragmented services, static shared lists, obstacles related to no insurance and public insurance, scarcity of culturally relevant care, and obscured provider availability.**

**“Our main priority is ensuring that all of our residents have access to necessary resources and solutions. Mental health is a top crisis in America, which led us to partner with Care Solace. Regardless of insurance or severity of need, Care Solace is there for our residents and those that work in Murrieta, seven days a week, 24 hours a day, 365 days a year. Anyone can speak to a live person to help navigate the care system, which is invaluable.”**

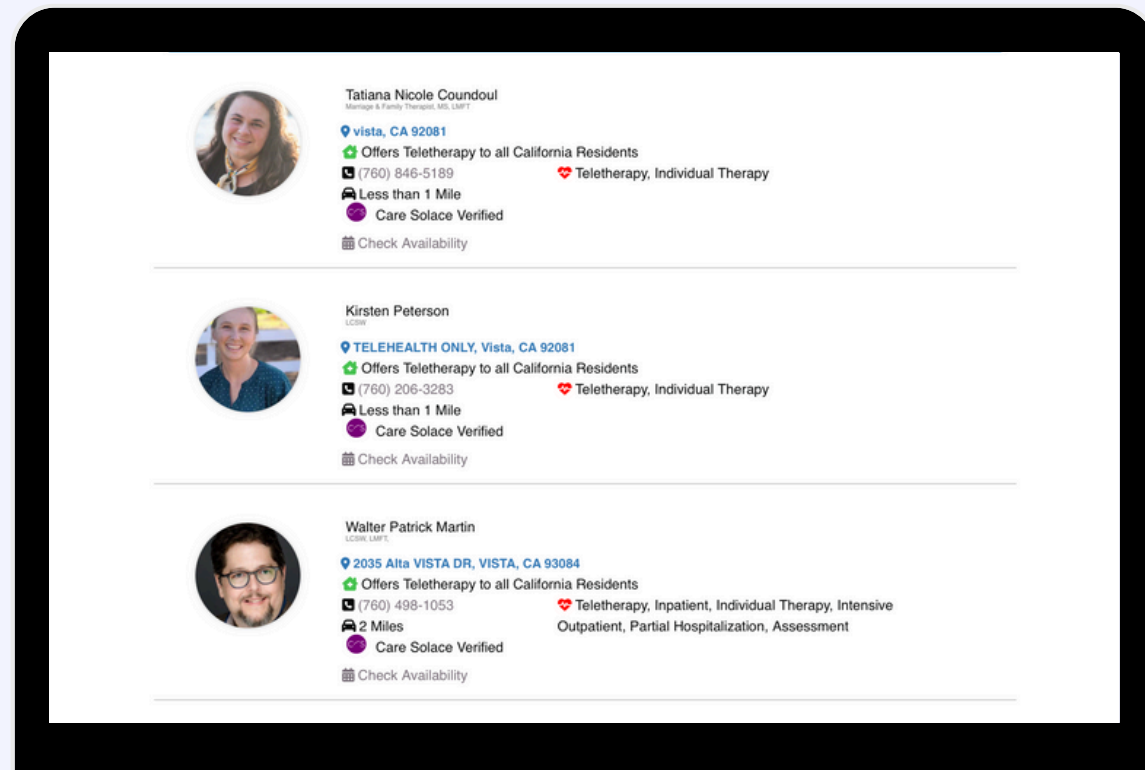
**The City of Murrieta, CA launched a three year partnership with Care Solace to close the gaps in access to mental health care and wrap-around social, community, and medical services in support of the 120,000 Murrieta residents, as well as the school district and city departments/agencies, Care Solace serves as a central navigation hub to connect individuals to providers and services.**

# The Care Match Process

The screenshot shows a web browser displaying the Care Solace website. The browser's address bar shows 'caresolace.com'. The website header includes the Care Solace logo, a language selector, the phone number '(888) 515-0595', and buttons for 'Text', 'Video Chat', and 'Call Now'. Below the header, there are three icons: 'Anonymous', 'Confidential', and 'Free Care Connection'. The main heading reads '24/7/365 Mental Health Care Coordination Service for Demo City Residents'. A sub-heading states 'Getting help can be a daunting process. Let our Care Companions™ find the help you need for depression, anxiety, stress, and more.' Below this are two buttons: 'Call Now' and 'Search On Your Own'. A note says 'In partnership with Demo City.' A large white box contains the text 'We Are on Your Side Every Step of the Way' and a four-step process:

- 01 Brief Screening**  
Once you connect with us, we'll ask you a few quick questions so we can better understand what you're looking for.
- 02 Get Matched**  
Your dedicated Care Companion will work to find a provider matched to your needs and keep you updated.
- 03 Book Appointment**  
Your Care Companion will reach out to you to book an appointment with your provider of choice.
- 04 Check-In**  
After your appointment, your Care Companion will follow up to ensure you're happy with your provider.

# Care Solace has an unbiased - no “pay to play” relationship with providers.



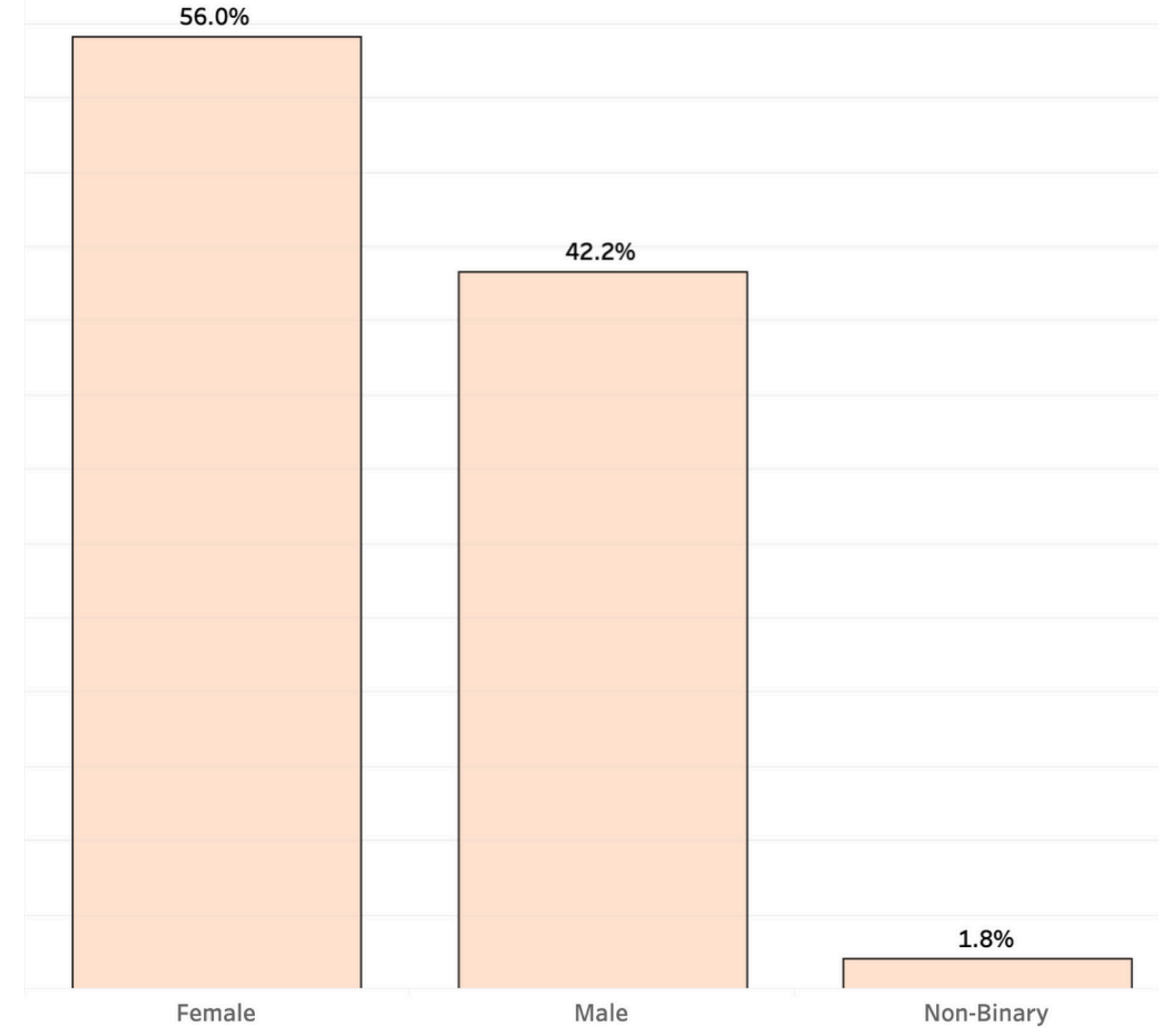
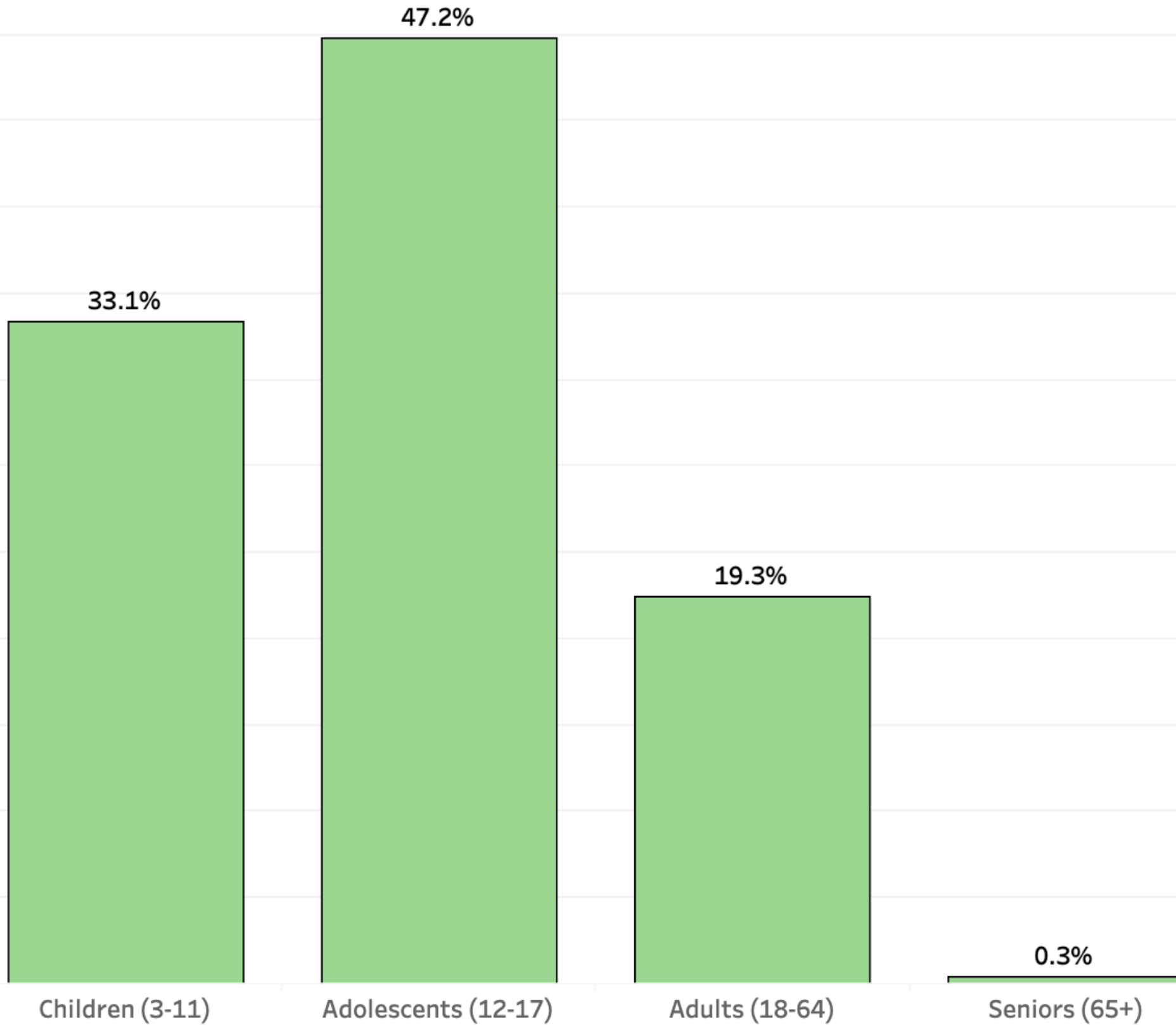
## Matches are made using many factors, including:

- Location and current contact information
- Preferred communication method
- Accepted insurances
- Language and culture
- Age groups
- Specializations (DSM-5)
- Availability

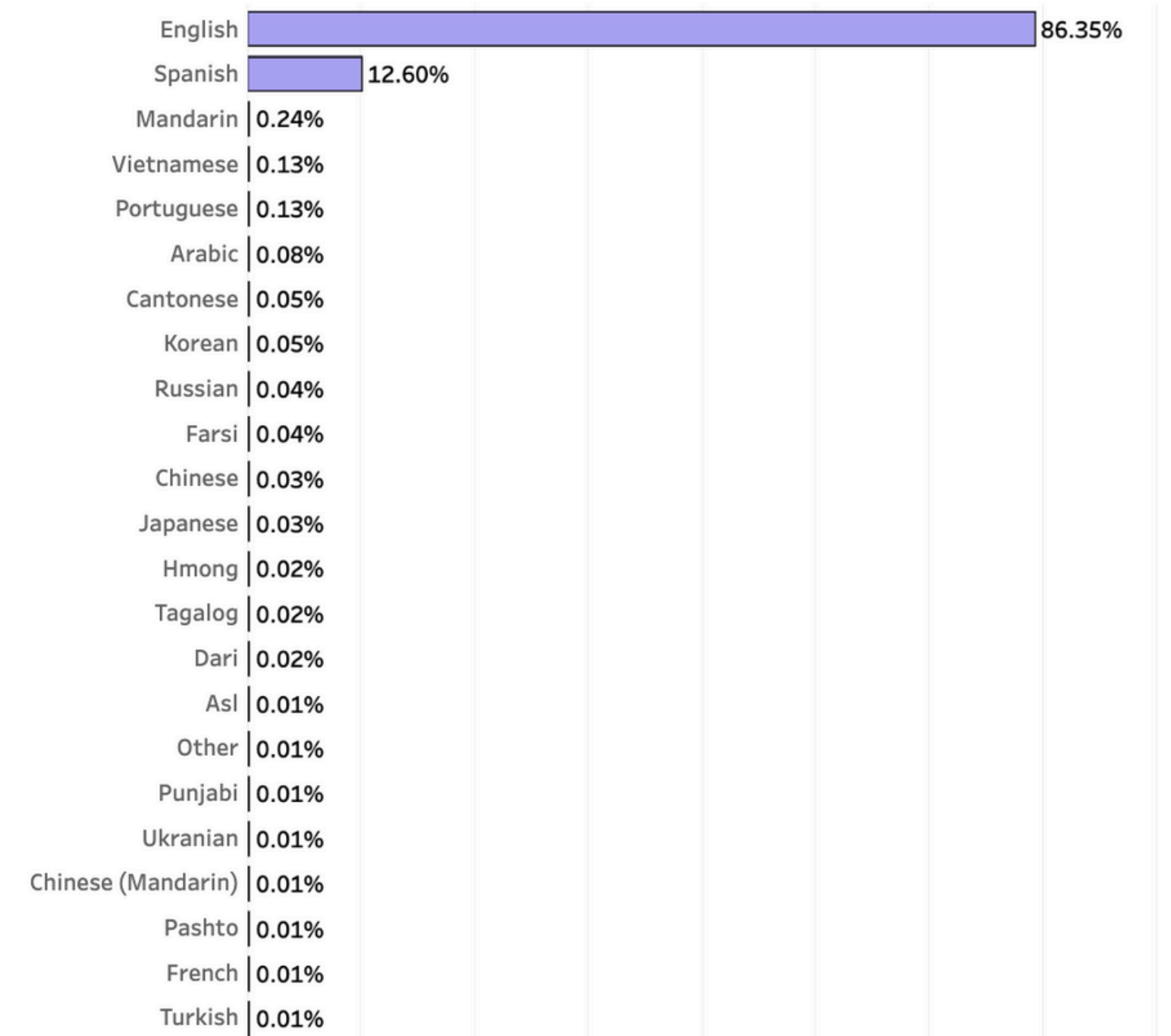
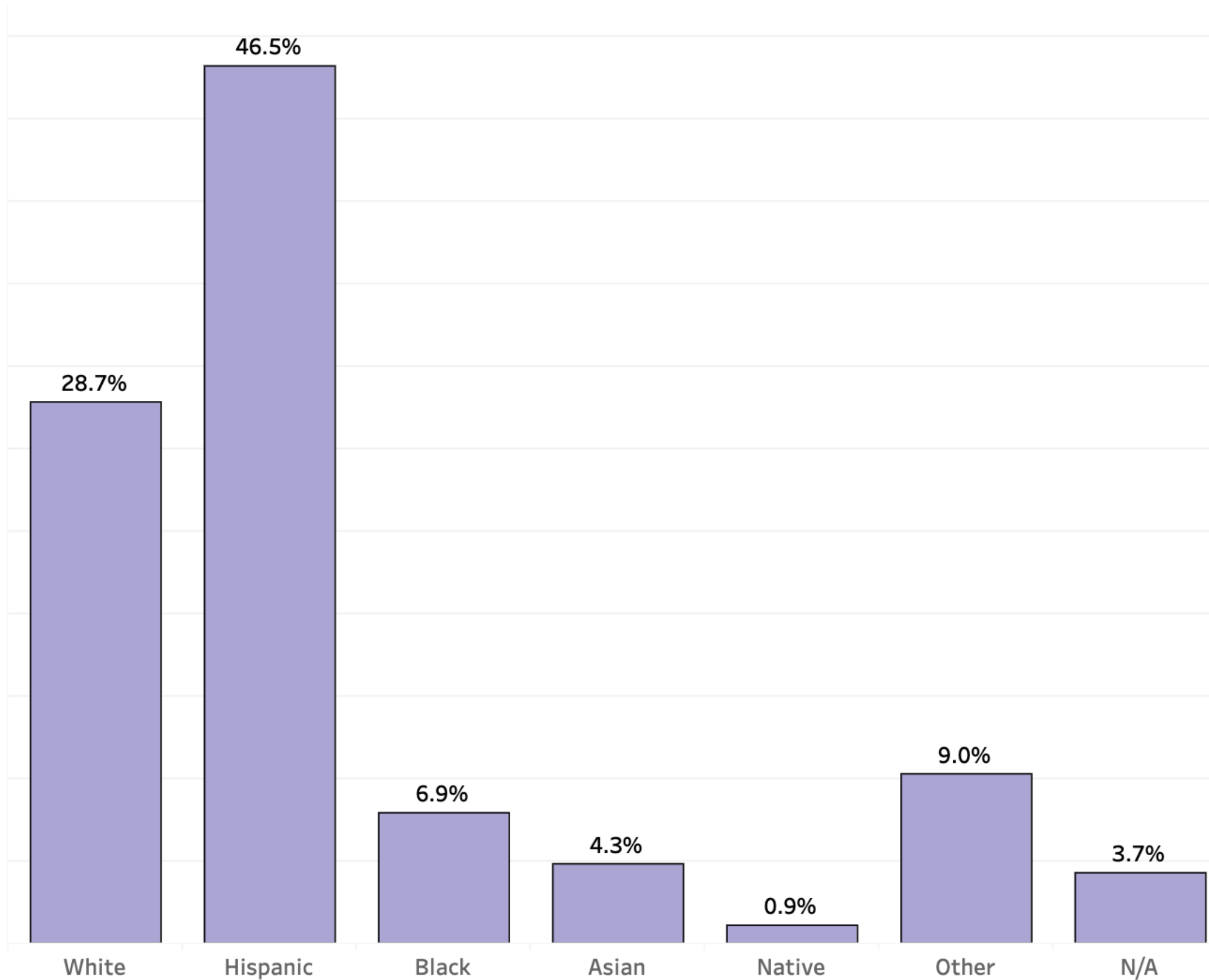
**Care Solace Mental Health  
Provider Network  
673,000+ in 50 states  
108,000 in California**

Age Group	Provider Count
Children (3-11)	1,558
Adolescents (12-17)	2,411
Adults (18-64)	3,326
Seniors (65+)	1,809

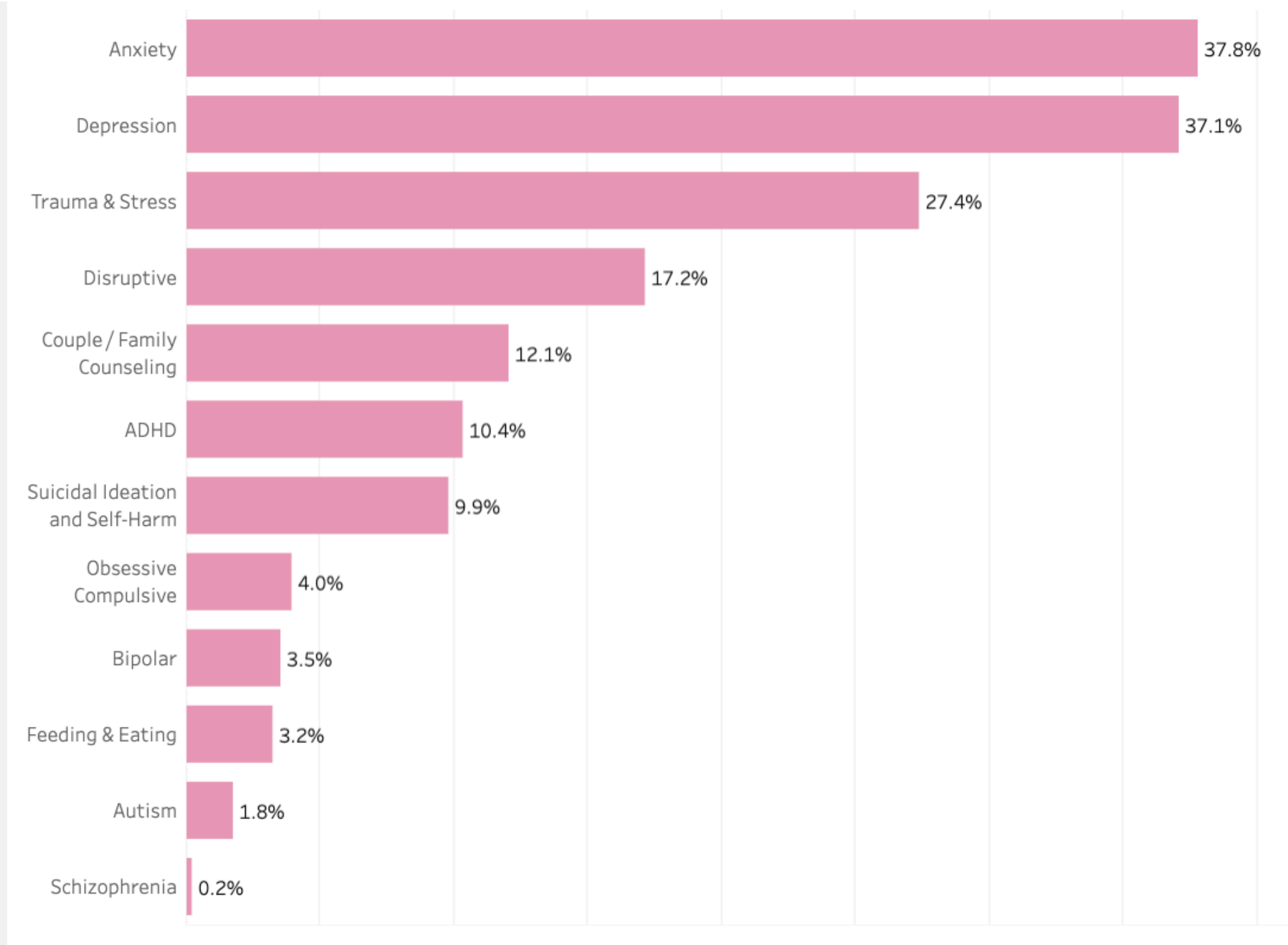
# Riverside County Impact: Demographics



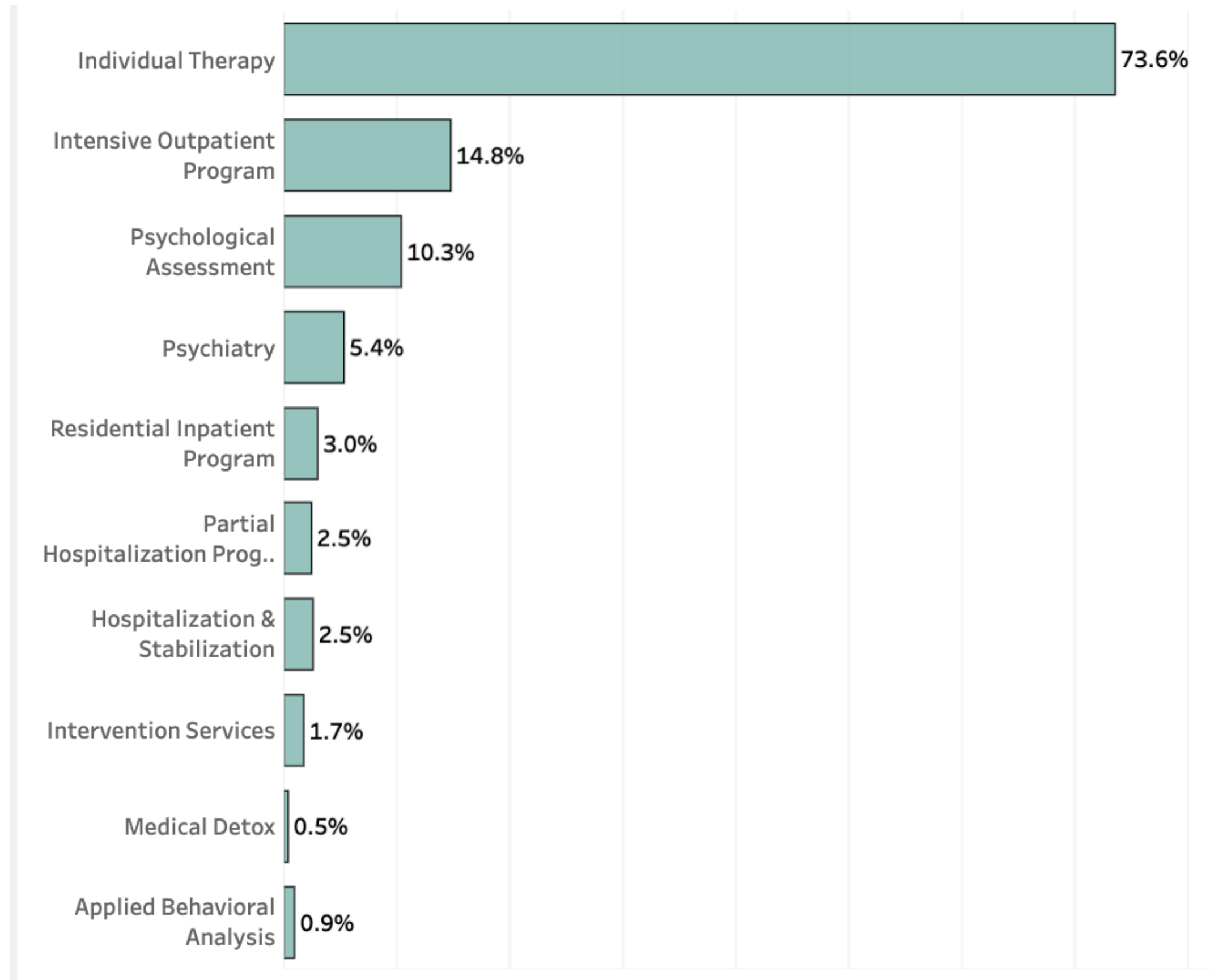
# Riverside County Impact: Demographics



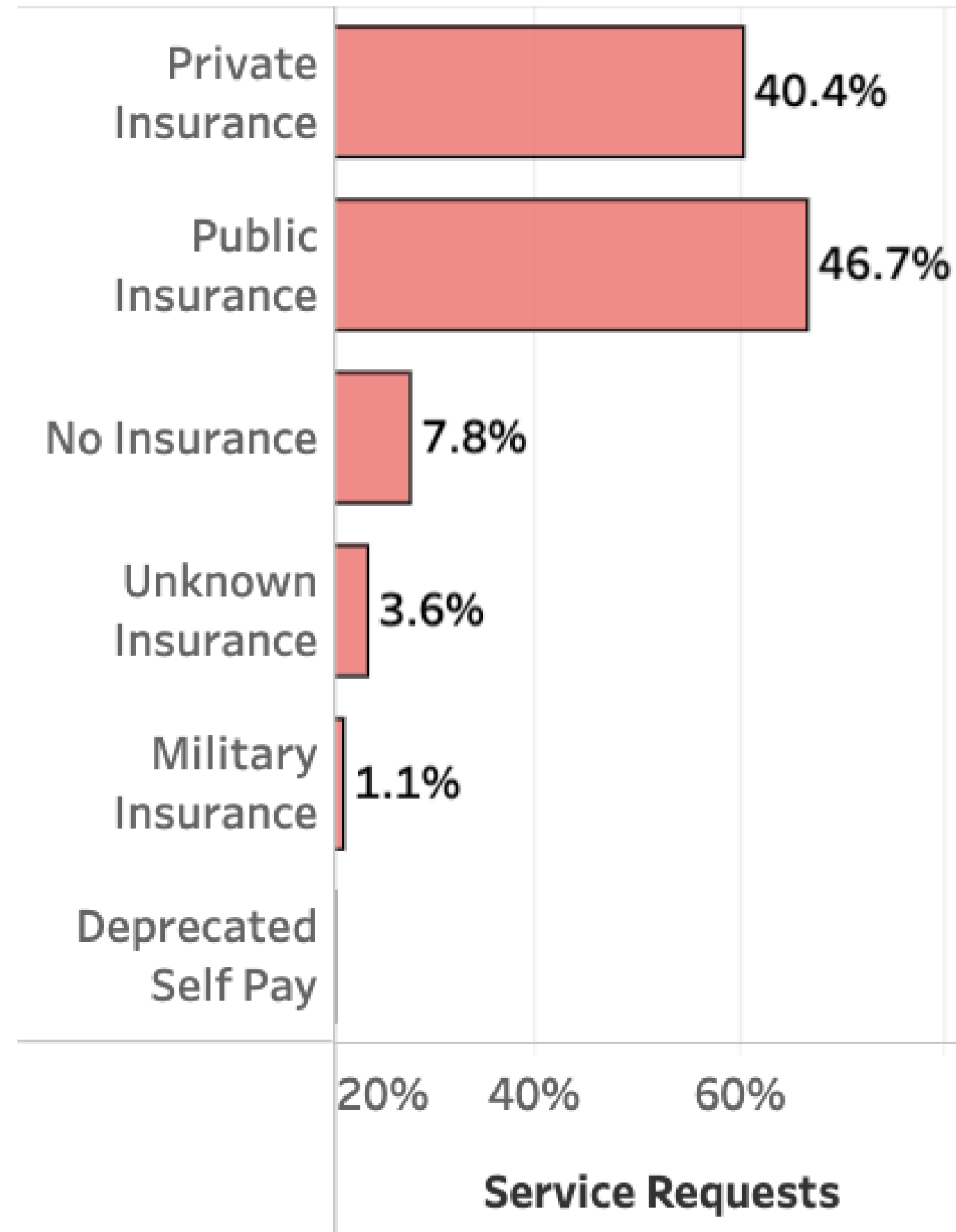
# Riverside County Impact: Mental Health Categories



# Riverside County Impact: Treatment Types



# Riverside County Impact: Insurance Types



# Custom Engagement & Communication Strategy

Our Care Solace in-house team of experts work alongside you.



## Communications Workshops

to explore content, positioning, and channels of communication



## Communications Calendar

for awareness and employee engagement

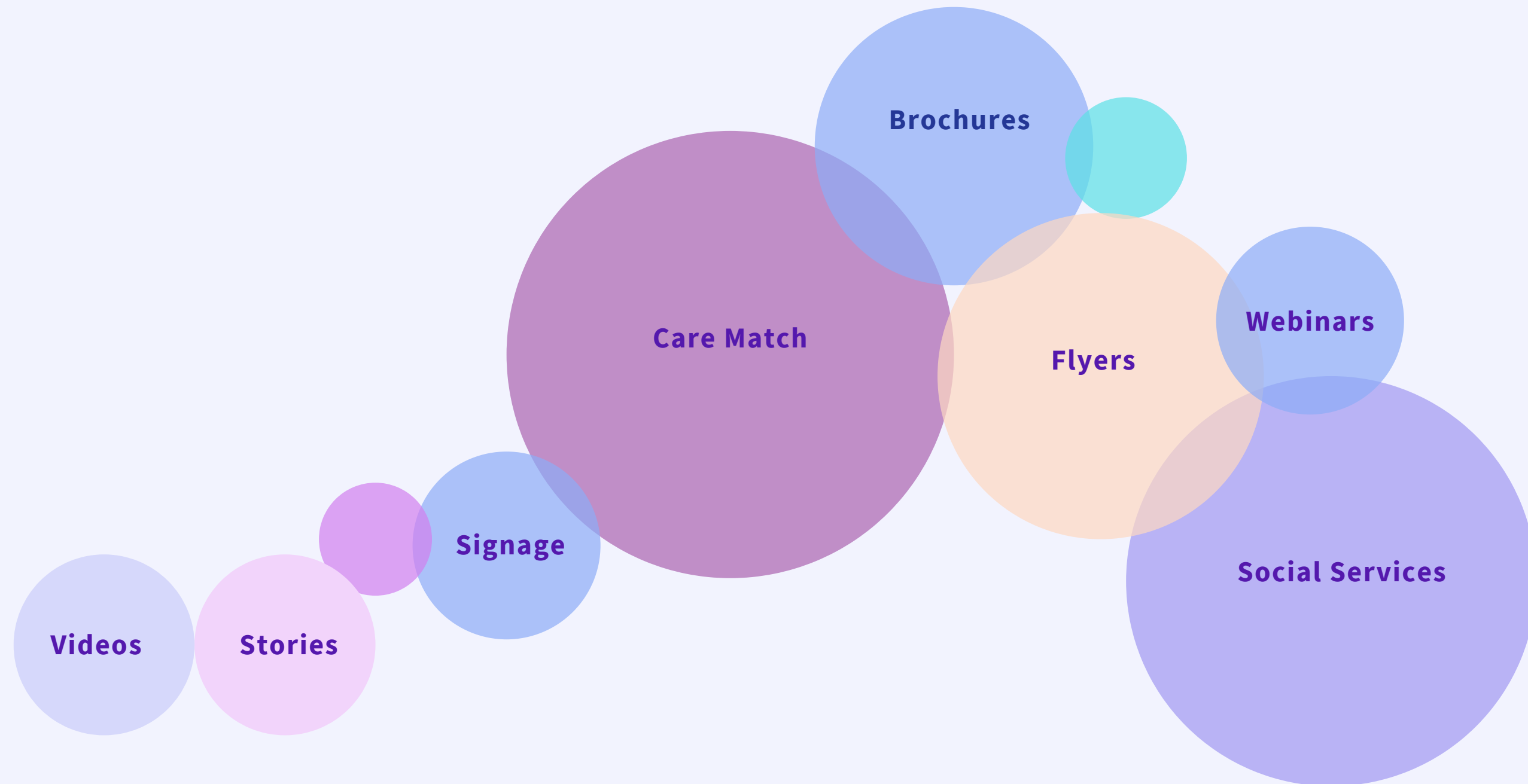


## Communication Mediums

emails, newsletters, webinars, posters, flyers, and more.

# Community engagement

## Dignity & cultural/socioeconomic sensitivity



# Example: City of Stockton

In Stockton, Care Solace is providing care coordination to all city departments, agencies and social services.

Working with the Murrieta city teams for **direct resident engagement**

- All city departments
- Mayor and City Council
- Homeless intervention teams
- Employees and HR
- First responders - Fire & Police
- Community Medical Centers
- Stockton Unified School District
- Hospitals
- County resources
- 211
- 988



## It's okay to ask for help

At no cost to you, Care Solace will quickly and confidentially find available mental health and substance use providers matched to your needs. We will help you find the right help at the right time.

Call (888) 515-0595  
or go to the url below



[caresolace.com/ca-stockton](https://caresolace.com/ca-stockton)

### Call us or visit our website

Our multilingual team is available 24/7/365 to help connect you to available providers. You can also search the Care Match™ website on your own.

### Complete a brief screening

Once you connect with us, we'll ask you a few quick questions so we can better understand what you're looking for.

### Get matched & book an appointment

Our team will work to find providers matched to your needs. Once identified, we'll present options and can assist with booking your appointment.

Please note: Care Solace is not an emergency response service or mental health services provider. In the event of a life-threatening emergency, call 9-1-1 or the National Suicide Hotline 9-8-8.

# Examples: Flyers and Signage



## Esta bien pedir ayuda

Care Solace está disponible las 24 horas del día, los 7 días de la semana, los 365 días del año para conectarlo con proveedores de tratamiento de salud mental y uso de sustancias, independientemente de su cobertura de seguro. También podemos conectarlo con servicios sociales como vivienda, atención médica y alimentación, así como con organizaciones comunitarias que brindan asistencia social.

### Cómo funciona:

#### Llámanos o visita nuestra web

Nuestro equipo multilingüe está disponible las 24 horas del día, los 7 días de la semana, los 365 días del año para ayudarlo a conectarse con los proveedores disponibles. También puede buscar en el sitio web Care Match™ por su cuenta.

#### Completar una breve proyección

Una vez que se conecte con nosotros, le haremos algunas preguntas rápidas para que podamos comprender mejor lo que está buscando.

#### Consiga una cita y reserve una cita

Nuestro equipo trabajará para encontrar proveedores que se adapten a sus necesidades. Una vez identificado, le presentaremos opciones y podremos ayudarlo a reservar su cita.

Tenga en cuenta: Care Solace no es un servicio de respuesta a emergencias ni un proveedor de servicios de salud mental. En caso de una emergencia que ponga en peligro la vida, llame al 9-1-1 o a la Línea Nacional de Suicidio al 9-8-8.

Llame al (888) 515-7881 o escanee el código QR para conectarse con atención hoy



care-solace



## کمک خواستن اشکالی ندارد.

ارتباط دانش‌آموزان، کارکنان و خانواده‌ها را با Care Solace، به صورت رایگان، مراکز مراقبت برقرار می‌کند. امکان جستجوی ارائه‌دهندگان خدمات سلامت روان و سوءمصرف مواد مخدر را، بر اساس نیازهای شما، فراهم می‌کند.

خدمات مناسب را در زمان مناسب دریافت کنید.

### 24/7/365 پشتیبانی چندزبانه

گروه Care Companion™ به صورت 24/7/365 آماده کمک‌رسانی به شما در زمینه شناخت گزینه‌ها، تماس با ارائه‌دهندگان از طرف شما و گرفتن نوبت است.

### مراقبت مستقل از بیمه

با هر نوع پوششی از جمله Medicare, Medicaid و گزینه‌های مقیاس-متغیر ویژه افراد فاقد بیمه، می‌توانید از خدمات مراقبت بهره‌مند شوید.

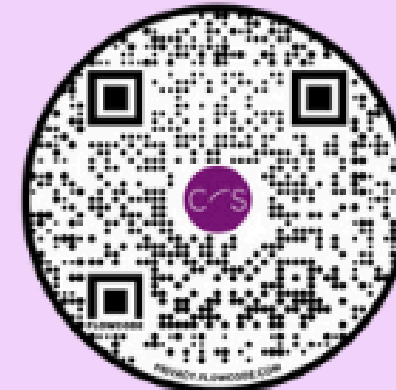
### دسترسی آسان به مراقبت

برای جستجوی ارائه‌دهندگان، از Care Match، وبسایت دارای قابلیت راهنمایی، استفاده کنید.

سرویس واکنش اضطراری با ارائه‌دهنده Care Solace وجه خدمات سلامت روان نیست. در صورت بروز موقعیت اضطراری خطرناک، با 9-1-1 یا خط شبانه‌روزی ملی مقابله با خودکشی به شماره 1-800-273-8255 تماس بگیرید.

همین امروز با مراکز مراقبت تماس بگیرید

Call (888) 515-7881



care-solace



## Encuentra la ayuda que necesitas.

- Proveedores de Salud Mental
- Tratamiento para el Uso de Sustancias
- Comida y Vivienda
- Asistencia Médica



Llame o escanee el código (888) 515-7881



## Encuentra la ayuda que necesitas.

Care Solace es un servicio anónimo disponible las 24 horas del día, los 7 días de la semana, los 365 días del año, para encontrar rápidamente proveedores que necesitas.

(888) 515-7881



Encuentre rápidamente ayuda para los siguientes servicios:

- Asistencia Médica, Comida y Vivienda
- Proveedores de Salud Mental
- Tratamiento para el Uso de Sustancias

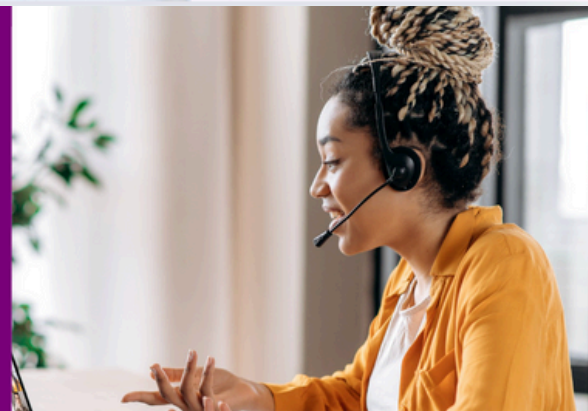


## Encuentra la ayuda que necesitas.

- Proveedores de Salud Mental
- Tratamiento para el Uso de Sustancias
- Comida y Vivienda
- Asistencia Médica



Llame o escanee el código (888) 515-7881



# Care Match Example

Anonymous

Confidential

Free Care Connection

# 24/7/365 Mental Health Care Coordination Service for Demo City

Getting help can be a daunting process. Let our Care Companions™ find the help you need for depression, anxiety, stress, and more.

Call Now

Search On Your Own

In partnership with Demo City.

## We Are on Your Side Every Step of the Way

### 01 Brief Screening

Once you connect with us, we'll ask you a few quick questions so we can better understand what you're looking for.

### 02 Get Matched

Your dedicated Care Companion will work to find a provider matched to your needs and keep you updated.

### 03 Book Appointment

Your Care Companion will reach out to you to book an appointment with your provider of choice.

### 04 Check-In

After your appointment, your Care Companion will follow up to ensure you're happy with your provider.

About you or your loved one

About the care you need

About your insurance and location

1/8

This is an anonymous search for a...

City resident



City staff

Residing within city limits



City staff

Residing outside city limits

Next Question →

About you or your loved one

About the care you need

About your insurance and location



2/8

What gender does the person in need identify with?



Male



Female



Non-binary

Next Question →

About you or your loved one

About the care you need

About your insurance and location



3/8

What is the age of the person in need?

47

Next Question →

About you or your loved one

About the care you need

About your insurance and location



4/8

What is the ethnicity of the person in need?

White / Caucasian

Hispanic / Latino

Black / African American

Native American / American Indian

Asian / Pacific Islander

Other

Decline to Answer

Next Question →

## What do you or a loved one need help with?

Select as many options as needed.

Mental Health **2**

Addictive Behaviors

### Anxiety

Racing thoughts, feeling restless or tense, panic attacks

### Depression

Decrease in motivation, loss of interest, low self esteem, grief

### Disruptive

Difficult to calm or manage anger, defying rules or authority figures

### Suicidal Ideation and Self-Harm

Thinking or talking about dying, feeling hopeless or worthless, cutting

### ADHD

Easily distracted, forgetfulness, patterns of high energy

### Bipolar

Extreme shifts in mood, cycles of unusually high and low energy

### Couple / Family Counseling

Challenges with interpersonal communication and conflict

### Feeding & Eating

Restricting calories or eating too much, significant weight changes

### Obsessive Compulsive

Repeated checking or counting, hair pulling, excessive worry

### Trauma & Stress

Avoidance, emotional numbness, irritability, fear

Next Question →

About you or your loved one

About the care you need

About your insurance and location



5/8

## What do you or a loved one need help with?

Select as many options as needed.

Mental Health 2

Addictive Behaviors

Alcohol

Intoxication, withdrawal, etc.

Cannabis

Marijuana

Hallucinogen

Mushrooms, phencyclidine, etc.

Inhalant

Tobacco, vaping, glue, fuel, paint

Opioid

Oxycodone, codeine, pain medication, heroine, morphine

Sedative or Hypnotic

Sleeping pills, barbiturates, benzodiazepines, Xanax, Ativan

Stimulant

Cocaine, crystal meth, speed, ecstasy, etc.

Next Question →

## Which type of treatment are you looking for?

Select as many options as needed.

### Psychological Assessment

In-depth testing to determine an official diagnosis and appropriate treatment for behavioral, social and/or academic challenges administered by a psychologist

### Applied Behavioral Analysis

Requires Autism Spectrum Disorder or Developmental Disorder diagnosis.

### Individual Therapy

Ongoing 1-1 support from a therapist, on average of 1 hour per week

### Psychiatry

Assessment and treatment requiring medication management

### Intervention Services

Triaging urgent needs and connecting to appropriate services

### Intensive Outpatient Program

Includes group and individual therapy for around 3 hours per day, 3-5 days per week, on average for 3-6 weeks

### Partial Hospitalization Program

Patients attend intensive group and individual therapy for 6-8 hours per day, up to 6 days per week, on average for 4-6 weeks

### Residential Inpatient Program

24-hour care within a highly focused environment with both group and individual therapy to develop new coping skills, average stays range from 1-10 weeks

### Hospitalization & Stabilization

A type of treatment where the client gets stabilized and detoxed from drugs and alcohol while at a hospital

### Medical Detox

About you or your loved one

About the care you need

About your insurance and location



7/8

### How will you pay for treatment services?



Private Insurance



Public Insurance



Self Pay



No Insurance

What is the insurance plan?

Blue Shield of California (Medicaid / Medi-Cal)



Next Question →

About you or your loved one | About the care you need | About your insurance and location

← 8/8

We can help you find services near you.

What is your zip code?

92223

How far are you willing to travel for treatment?

5 Miles | 15 Miles | 25 Miles | 50 Miles

Would you also like to see telehealth options?

No | Yes

[Search providers near me →](#)

Find what you are looking for:

92223

 Add Preferences

Share Search Results

### Book an Appointment

A Care Companion™ can help to setup an appointment on your behalf.

Contact us by phone: (888) 515-7881

[Video chat](#)

Or email: [weserve@caresolace.org](mailto:weserve@caresolace.org)


Provide your search reference code **76368002**


Dismiss





**Melissa Dar**  
LMFT

 **13800 heacock st suite 230, Moreno Valley, CA 92553**

 Offers Teletherapy to all California Residents

 (951) 378-2732

 Teletherapy, Individual Therapy


 15 Miles


 Check Availability



**Clear View Behavioral Services**

 **1902 Orange Tree Ln. Ste. 200, Redlands, CA 92374**

 Offers Teletherapy to all California Residents

 (909) 798-6200

 Teletherapy, Individual Therapy, Psychiatrists, Assessment

 16 Miles

 Check Availability

Find what you are looking for: ▼

92223

15 Miles

Blue Shield of California (Medicaid / ... ✕ ▼

Get Matched →

+ Add Preferences

Share Search Results

Video Chat with a Care Companion™ Now



Melissa Darnell

LMFT

13800 heacock st suite 230, Moreno Valley, CA 92553

Offers Teletherapy to all California Residents

(951) 378-2732

Teletherapy, Individual Therapy

15 Miles

Check Availability



Clear View Behavioral Services

1902 Orange Tree Ln. Ste. 200, Redlands, CA 92374

Offers Teletherapy to all California Residents

(909) 798-6200

Teletherapy, Individual Therapy, Psychiatrists, Assessment

16 Miles

Check Availability



### Central Counseling Services

LMFT/LCSW

Offers Teletherapy to all California Residents

(951) 778-0230

Teletherapy, Individual Therapy

Check Availability



### The Carolyn E Wylie Center

AMFT, ACSW, LCSW, LMFT

Offers Teletherapy to all California Residents

(951) 683-5193

Teletherapy, Individual Therapy, Intensive Outpatient, Psychiatrists

Check Availability



### Juan Antonio Moriel

PsyD, LMFT, LPCC

Offers Teletherapy to all California Residents

(626) 676-2419

Teletherapy, Individual Therapy

Check Availability



### Jacob Joseph and Jabez Family Counseling and Professional Services

LFMT, LPCC, LCSW

Offers Teletherapy to all California Residents

(972) 803-6745

Teletherapy, Individual Therapy, Assessment

Check Availability



### Desai Medical Group & Behavioral Health - Riverside

MD (Psychiatrist), DNP, PMHNP

Offers Teletherapy to all California Residents

(909) 966-5500

Teletherapy, Individual Therapy, Intensive Outpatient, Psychiatrists, Assessment