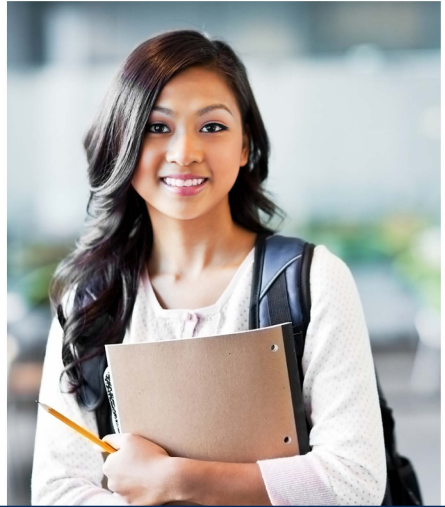




# GUIDE TO SERVICES





## BOARD OF SUPERVISORS

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District 2: **Karen Spiegel**  
District 3: **Chuck Washington**  
District 4: **V. Manuel Perez**  
District 5: **Yxstian Gutierrez**

## BEHAVIORAL HEALTH COMMISSION

- |                           |                           |
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| <b>Richard Divine</b>     | <b>Carole Schaudt</b>     |
| <b>Debbie Rose</b>        | <b>Brenda Scott</b>       |
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| <b>Walter H. Haessler</b> | <b>Paul Vallandigham</b>  |

## RIVERSIDE UNIVERSITY HEALTH SYSTEM BEHAVIORAL HEALTH ADMINISTRATION

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Director

### **Deborah Johnson, LCSW**

Director of Innovation/Integration

### **Amy McCann, MBA**

Behavioral Health and Community Health Center Comptroller

### **Bill Brenneman, LCSW**

Deputy Director of Adult and Older Adult Services

### **Brandon Jacobs, MHA**

Deputy Director of Research, Quality, and Access

### **Jacob Ruiz**

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### **Janine Moore, LMFT**

Deputy Director of Children's and Transition Age Youth Services

### **Marcus Cannon, LMFT**

Deputy Director of Forensics

### **Rhyan Miller, LMFT**

Deputy Director of Integrated Programs

# TABLE OF CONTENTS

Introduction..... 4

## BEHAVIORAL HEALTH ADMINISTRATION

Behavioral Health Administration - Director’s Office..... 7  
Behavioral Health Commission..... 7

Children’s Services Administration..... 7  
Compliance Office ..... 7  
Cultural Competency Program ..... 8  
Fiscal Services..... 8  
Forensics Services ..... 8  
Managed Care..... 8  
Mental Health Services Act (MHSA) Administration..... 8  
MHSA Cultural Competency..... 9  
MHSA Innovation (INN) ..... 9  
MHSA Prevention and Early Intervention ..... 9  
MHSA Workforce Education and Training..... 10  
Older Adult Administration ..... 10  
Patient Accounts ..... 10  
Program Support Administration ..... 10  
Public Guardian Administration ..... 10  
Quality Management Administration..... 11  
Quality Improvement (QI) – Inpatient..... 12  
Quality Improvement (QI) – Outpatient ..... 12  
Grievance and Complaint Line ..... 12  
Research and Evaluation..... 12

## BEHAVIORAL HEALTH SUPPORTIVE SERVICES

Community Access, Referral, Evaluation, and Support Line (CARES Line)..14  
Consumer Peer Services..... 14  
Family Advocate Program..... 14  
Homeless Housing Opportunities, Partnerships & Education Program  
(HHOPE)..... 15  
Mental Health Urgent Care 24/7 Drop-In Locations ..... 16  
Parent Support & Training Program..... 16  
Parent-to-Parent Non-Crisis Telephone Support Line..... 16  
Patients’ Rights ..... 17

## SUBSTANCE ABUSE PREVENTION & TREATMENT PROGRAMS

Blythe .....	23
Corona .....	23
Desert Hot Springs .....	24
Indio .....	24
Lake Elsinore .....	24
Moreno Valley .....	25
Palm Desert .....	25
Riverside .....	25
San Jacinto .....	26
Temecula .....	26

## DESERT REGION MENTAL HEALTH SERVICES

Banning .....	28
Blythe .....	29
Cathedral City .....	31
Desert Hot Springs .....	31
Indio .....	32
La Quinta .....	36
Mecca .....	36
Palm Desert .....	36
Palm Springs .....	37

## MID-COUNTY REGION MENTAL HEALTH SERVICES

Hemet .....	39
Lake Elsinore .....	40
Murrieta .....	42
Perris .....	43
San Jacinto .....	45
Temecula .....	46

## WESTERN REGION MENTAL HEALTH SERVICES

Corona .....	50
Moreno Valley .....	52
Norco .....	53
Riverside .....	53

ALPHABETICAL LISTING OF SERVICE .....	63
---------------------------------------	----

# INTRODUCTION

The Riverside County Board of Supervisors took action in March 2015 to consolidate and modernize the delivery of publicly funded healthcare by forming Riverside University Health System (RUHS). With a mission to improve the health and well-being of individuals and communities, RUHS is dedicated to exceptional and compassionate care through a system of integrated healthcare resources that are accompanied by prevention and wellness education and leading edge medical research. Through this action, the Riverside County Department of Mental Health joined RUHS and became Riverside University Health System — Behavioral Health (RUHS—BH).

RUHS—BH is committed to providing prompt, effective, efficient, and culturally competent community based services to help enable severely mentally disabled adults, older adults, children who are at risk of mental disability, transition age youth, individuals with a history of substance abuse and individuals on conservatorship achieve and maintain their optimal level of personal and social functioning. Services are provided at more than 60 locations countrywide.

RUHS—BH is recognized for providing quality services and integrated care that involve the latest innovations in clinical practices affecting mental health. We have a dedicated professional team of approximately 2,000 employees consisting of psychiatrists, clinicians, peer specialists, and other professionals who serve over 60,000 people annually.

RUHS—BH is proud of our dedication to providing culturally relevant services and our commitment to accepting and valuing of people from all ethnic, cultural, racial, and linguistic backgrounds. RUHS—BH strictly adheres to State and Federal regulations in protecting the confidentiality and health information of all consumers.

Services are primarily targeted toward Medi-Cal beneficiaries along with those who are eligible for other specialized State programs. Questions about bills and fees can be addressed to the clinic or to the Patient Accounts Unit at (951) 358-6900.

RUHS—BH is comprised of three major components: Mental Health Services, Substance Abuse Prevention and Treatment Program, and the Public Guardian's Office. These programs provide prompt, efficient, professional and culturally competent services throughout Riverside County. RUHS—BH is divided into three geographic service delivery regions: Western Region (covering the City of Riverside and surrounding areas), Mid-County Region (covering Hemet, Temecula, Perris, Lake Elsinore, and surrounding areas) and Desert Region (covering Banning, Palm Springs, Indio, Blythe and surrounding areas). Each of these regions has numerous service locations that provide access to a variety of community-based services for consumers.

In addition, there are 4 specialty services such as crisis, placement, and hospital services that are provided centrally that serve consumers from across the county.

## **MENTAL HEALTH PROGRAM**

This program provides treatment and support services to transition age youth, adults and older adults who experience mental health and/or substance use challenges and children who experience behavioral health difficulties. Services include outpatient services, medication, peer recovery services, education, housing, residential care, as well as sub-acute and acute care. Peer-to-peer support services are a component of the program and are provided in clinics and by contract providers. Services to individuals who may be experiencing a housing crisis, coupled with mental health and/or substance use challenges, are also provided across the county. A complete list of providers is available at any clinic or by contacting the CARES Line (Community Access, Referral, Evaluation, and Support Line) at (800) 499-3008.

## **SUBSTANCE ABUSE PREVENTION AND TREATMENT PROGRAM**

This program provides accessible, high quality substance abuse prevention and treatment services for consumers, ages 12 and over, through a wide range of county wide clinics and contract providers. Detoxification, Residential, and Outpatient Services are available along with intensive case management and linkage services throughout the continuum of care. Prevention services are provided through the largest Friday Night Live Program in the State, through individual indicated prevention services offered in County clinics and at specific school sites, and through universal community prevention activities that reach out to community organizations and assist each community in making environmental prevention changes as needed. Riverside County's Drinking Driver and PC 1000 Programs are also under the administration of the Substance Abuse Prevention and Treatment Program.

## **PUBLIC GUARDIAN PROGRAM**

This program provides conservatorship services, both the Lanterman-Petris-Short Act and Probate, and works closely with the mental health case management program in providing representative payee services to qualified clients of RUHS.

## **TO ACCESS SERVICES**

Please call the clinic closest to you from the list on the following pages. You may also call the CARES Line (Community Access, Referral, Evaluation, and Support) at (800) 499-3008. This line provides information and referrals for Medi-Cal and Riverside County Health Care (RCHC) Plan beneficiaries seeking Mental Health Services. Se Habla Español. Interpreter services are available at no cost. For deaf and hard of hearing communities, dial 711 and tell them what number you are trying to reach.

# **BEHAVIORAL HEALTH ADMINISTRATION**

## **Behavioral Health Administration - Director's Office**

The Behavioral Health Director is an officer appointed by the Board of Supervisors and has primary responsibility for directing the development, operation, administration, and evaluation of all mandated and discretionary mental health programs within local, State, and Federal regulations and policy guidelines. Riverside University Health System (RUHS) — Behavioral Health includes comprehensive mental health, substance abuse, public guardian services, and contracted services.

4095 County Circle Drive  
Riverside, CA 92503  
Phone: (951) 358-4500  
Fax: (951) 358-4513

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## **Behavioral Health Commission**

The Riverside County Behavioral Health Commission (BHC) is an advisory body, composed of volunteers appointed by the Board of Supervisors, who work in conjunction with RUHS — Behavioral Health to ensure citizen and professional input and involvement in all aspects of Department Services. BHC members serve for a three-year term and are governed by the California Welfare and Institution Code §5604 and the Ralph M. Brown Act.

2085 Rustin Avenue  
Riverside, CA 92507  
Phone: (951) 955-7141  
Fax: (951) 955-7205

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## **Children's Services Administration**

3125 Myers Street  
Riverside, CA 92503  
Phone: (951) 358-7348  
Fax: (951) 358-3992

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## **Compliance Office**

The Compliance Office responds to questions regarding Health Insurance Portability and Accountability Act (HIPAA) and/or compliance. The program is designed to promote the prevention, detection and resolution of instances of violations of the law and/or the Department's ethical and operational policies and procedures.

9990 County Farm Road, Suite 6  
Riverside, CA 92503  
Phone: (951) 358-4521  
Phone Toll Free: (800) 413-9990  
Fax: (951) 358-4721

## **Fiscal Services**

4095 County Circle Drive  
Riverside, CA 92503  
Phone: (951) 358-4550  
Fax: (951) 358-4792

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## **Forensics Administration**

3625 14th Street  
Riverside, CA 92501  
Phone: (951) 955-1530  
Fax: (951) 955-1533

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## **Managed Care**

2085 Rustin Avenue  
Riverside, CA 92507  
Phone: (951) 358-7797  
Fax: (951) 358-6868

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## **Mental Health Services Act (MHSA) Administration**

Proposition 63, the Mental Health Services Act, was enacted by California voters in November 2004 to provide increased funding, personnel and other resources to support county mental health programs and monitor progress toward statewide goals for children (birth to 15 years of age), transition age youth (16 to 25 years of age), adults (26 to 59 years of age), older adults (age 60 and over) and families. The Act addresses a broad continuum of prevention, early intervention and service needs and the necessary infrastructure, technology and training elements that will effectively support this system.

The MHSA Administrative Department manages the planning and implementation activities related to the five main required MHSA components which are Community Services and Supports, Workforce Education and Training, Prevention and Early Intervention, Capital Facilities and Technology, and Innovation.

2085 Rustin Avenue  
Riverside, CA 92507  
Phone: (951) 955-7198  
Fax: (951) 955-7205

## **MHSA Cultural Competency Program**

The Cultural Competency Program provides overall direction, focus, and organization in the implementation of the system-wide Cultural Competency Plan that addresses the enhancement of workforce development and the ability to incorporate languages, cultures, beliefs, and practices of its consumers into the services.

2085 Rustin Avenue  
Riverside, CA 92507  
Phone: (951) 955-1498  
Fax: (951) 955-7205

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## **MHSA Innovation (INN)**

The primary goal of MHSA Innovation projects is to advance knowledge in the field of public mental health. These projects are time limited, require additional State approval to access funds, and must demonstrate that they have never been tried previously in any service system. Innovations projects cannot be designed to solely address service gaps, but should focus on improved access to mental health services to underserved groups; increased quality of mental health services, including measurable outcomes; promotion of interagency collaboration related to mental health services, supports, or outcomes; or increased access to mental health services.

2085 Rustin Avenue  
Riverside, CA 92507  
Phone: (951) 955-1498  
Fax: (951) 955-7205

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## **MHSA Prevention and Early Intervention (PEI)**

The intent of the Prevention and Early Intervention (PEI) programs is to engage individuals before the development of serious mental illness or serious emotional disturbance, or to alleviate the need for additional or extended mental health treatment. These programs are provided in places where mental health services are not traditionally located, such as schools, community centers, and faith-based organizations.

2085 Rustin Avenue  
Riverside, CA 92507  
Phone: (951) 955-3448  
Fax: (951) 955-7207

# BEHAVIORAL HEALTH ADMINISTRATION

## **MHSA Workforce Education and Training (WET)**

The primary mission of the Workforce Education and Training program is to develop and provide programs that enhance the recovery-oriented treatment skills of the Public Mental Health service system and to develop recruitment and retention strategies for qualified professionals serving community mental health. Education and training programs are consumer-centered, culturally competent, and driven by the values of wellness, recovery, and resiliency.

2085 Rustin Avenue  
Riverside, CA 92507  
Phone: (951) 955-7270  
Fax: (951) 955-7207

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## **Older Adult Administration**

2085 Rustin Avenue  
Riverside, CA 92507  
Phone: (951) 509-2400  
Fax: (951) 509-2405

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## **Patient Accounts**

2085 Rustin Avenue  
Riverside, CA 92507  
Phone: (951) 358-6908  
Fax: (951) 358-6905

Questions about bills and fees can be addressed to the clinic or to the Patient Accounts Unit at (951) 358-6900.

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## **Program Support Administration**

4095 County Circle Drive  
Riverside, CA 92503  
Phone: (951) 358-4591  
Fax: (951) 358-4792

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## **Public Guardian Administration**

The Public Guardian provides conservatorship investigation and administrative services. The division provides forensic psychiatric support for persons placed under a Welfare and Institution Code conservatorship.

3625 14th Street  
Riverside, CA 92501  
Phone: (951) 955-1540  
Main Fax: (951) 955-1610

**Conservatorship** - is a court proceeding to appoint a manager for the financial and/or personal care needs of the individual who is either physically or mentally unable to provide for these needs alone. The conservator is held accountable by the Superior Court for the manner in which he/she administers the conservatorship.

**Conservatorship Investigation** - this is the branch of the Public Guardian's office which determines whether or not a client needs to be placed on conservatorship. The investigators gather information from the client's family, therapist, doctors, and anyone else who may be involved with the client. Based on the information obtained a report is generated with a recommendation for or against conservatorship. The report is then submitted to a judge for the final determination.

**LPS/Property Management Administration** - the Public Guardian has been designated by the County Board of Supervisors as the County office to serve as conservator under the Lanterman–Petris–Short (LPS) Act for persons gravely disabled as the result of a mental disorder. These individuals may require placement in a state mental institution or other facility for psychiatric treatment. Grave disability is defined as a condition in which a person, as a result of a mental disorder, is unable to provide for his/her basic personal needs for food, clothing, or shelter.

**Probate Administration** - operates under the legal requirements of the Probate Code, providing probate conservatorship services to persons who are unable to manage for themselves. This division manages property and/or provides for the personal care needs of the adult disabled and the infirmed.

**Representative Payee Program** - many clients of RUHS — Behavioral Health find themselves in a position where they are unable to handle their own finances safely. In these cases, the Public Guardian has a program whereby a special person, called a payee, is established to collect the client's Social Security income, then uses the money to pay the client's bills such as rent, utilities, medical expenses, and other expenses of daily living. Clients may also ask the payee for money for personal expenses, such as clothing.

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## **Quality Management Administration**

2085 Rustin Avenue  
Riverside, CA 92507  
Phone: (951) 955-7126  
Fax: (951) 955-7204

## BEHAVIORAL HEALTH ADMINISTRATION

### **Quality Improvement (QI) - Inpatient**

The Inpatient Quality Improvement Unit provides oversight of Riverside County consumers who are hospitalized. The process includes monitoring utilization, handling complaints, as well as quality improvement issues. The purpose of this program is to review appropriateness of acute mental health care services. Monitoring of all involuntary hospitalizations (W & I §5150) is also included.

9990 County Farm Road, Suite 3  
Riverside, CA 92503  
Phone: (951) 358-6031  
Fax: (951) 358-5038

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### **Quality Improvement (QI) - Outpatient**

This program provides clinical oversight of all county clinics, including contract providers. QI provides a mechanism for consumers and family members to file and each resolution on complaints and grievances. The QI works to assure that all county activities maintain high standards while adhering to mandated requirements and regulations.

2085 Rustin Avenue  
Riverside, CA 92507  
Phone: (951) 358-6031  
Fax: (951) 358-5038

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### **Grievance and Complaint Line**

Phone Toll Free: (800) 660-3570

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### **Research and Evaluation**

2085 Rustin Avenue  
Riverside, CA 92507  
Phone: (951) 955-7330  
Fax: (951) 955-7204

**BEHAVIORAL HEALTH  
SUPPORTIVE  
SERVICES**

## **CARES Line (Community Access, Referral, Evaluation and Support Line)**

The CARES Line provides information and referrals for Medi-Cal and Riverside County Health Plan beneficiaries seeking behavioral health and substance abuse and prevention services.

Phone Toll Free: (800) 499-3008

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## **Consumer Peer Services**

This program promotes the consumer perspective in all aspects of the Department from policy and planning to direct services. It seeks to further recovery through training and support for consumers employed as Peer Specialists in the Department. These Peer Specialists, having attained a level of personal recovery, assist and support consumers of the Department's services. Through this peer-to-peer support, consumers experience hope and are assisted in their own recovery.

2085 Rustin Avenue  
Riverside, CA 92507  
Phone: (951) 955-7161  
Fax: (951) 955-7206

TakemyHand Live Peer Chat @ [www.takemyhand.co](http://www.takemyhand.co)

## **Peer Support & Resource Centers**

### **Indio**

44-199 Monroe Street  
Indio, CA 92201  
Phone: (760) 863-7067

### **Riverside**

2085 Rustin Avenue  
Riverside, CA 92507  
Phone: (951) 955-9300

### **Temecula**

40925 County Center Drive,  
Suite 120  
Temecula, CA 92597  
Phone: (951) 600-6410

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## **Family Advocate Program (FAP)**

This program provides support for family members, significant others, or caregivers of adults with a serious behavioral health concern. The primary focus of the Family Advocate Program is to assist family members to cope more effectively with the behavioral health concerns of their loved one through information, education, and support. Additionally, they also provide information and assistance to family members in their interaction with service providers and the mental health system. Family Advocate staff are themselves family members and are sensitive to the concerns of other family members.

### **Family Advocate Program - Administration**

2085 Rustin Avenue  
Riverside, CA 92507  
Phone: (951) 955-7164  
Phone - Toll Free: (800) 330-4522  
Fax: (951) 955-7220

### **Family Advocate Program - Desert Region**

47-825 Oasis Street  
Indio, CA 92201  
Phone: (760) 863-8516  
Fax: (760) 863-8587

### **Family Advocate Program - Mid-County Region**

1688 North Perris Blvd, Suite L1-L2  
Perris, CA 92571  
Phone: (951) 443-2200  
Fax: (951) 443-2230

### **Family Advocate Program - Western Region**

2085 Rustin Avenue  
Riverside, CA 92507  
Phone: (800) 330-4522  
Fax: (951) 955-7220

---

## **Homeless Housing Opportunities, Partnerships & Education Program (HHOPE)**

### **Housing and Homeless Services Countywide**

- Street Outreach & Treatment
- Emergency Housing & Rental Assistance
- Transitional & Permanent Supportive Housing
- AB-109 Housing
- WPC Outreach & Case Management
- Augmented Adult Residential Facilities (ARF)
- Housing Development

Phone: (951) 715-5050  
Email: [hhope@ruhealth.org](mailto:hhope@ruhealth.org)

### **Coordinated Entry System (CES) "Home Connect"**

- 24/7 Access, Assessments & Referrals for Homeless Services
- Phone: (800) 498-8847  
Email: [homeconnect@ruhealth.org](mailto:homeconnect@ruhealth.org)

## BEHAVIORAL HEALTH SUPPORTIVE SERVICES

### Mental Health Urgent Care 24/7 - Drop-In Locations

#### **Riverside**

9890 County Farm Rd.,  
Building 2  
Riverside, CA 92503  
(951) 509-2499

#### **Palm Springs**

2500 N. Palm Canyon Dr.  
Suite A4  
Palm Springs, CA 92262  
(760) 424-5602

#### **Perris**

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

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### Parent Support & Training Program

Parent Partners support families of children, youth and young adults. This program is county-wide and provides support, education, training, and resources to parents and primary caregivers who are raising a child with mental health/behavioral challenges. They are offered in English and Spanish and are free of charge. Services include, but are not limited to, support and educational groups, trainings relating to mental health, a parent-to-parent telephone support line, social events, mentorship for youth, and a parent resource library. Additional services include: community outreach activities, volunteer services, special projects, training to staff, and access to donated goods and services.

3125 Myers Street  
Riverside, CA 92503  
Phone: (951) 358-5862  
Fax: (951) 358-4560

---

### Parent-to-Parent Non-Crisis Telephone Support Line

This telephone support line is for parents/caregivers raising a child with mental health/behavioral challenges who would like to talk to another parent employed by Riverside University Health System — Behavioral Health, for support and information.

Phone: (951) 358-3622  
Phone Toll Free: (888) 358-3622

## **Patients' Rights**

Patients' Rights services are responsible for ensuring the statutory and constitutional rights of consumers of mental health services. The services are available to all ages. Services include complaint resolution, information and referral, certification review hearing representation, capacity hearing representation, monitoring for compliance, and notification of rights.

9890 County Farm Road

Riverside, CA 92503

Building #1

Phone: (951) 358-4600

Phone Toll Free: (800) 350-0519

Fax: (951) 358-4581

# **SUBSTANCE ABUSE PREVENTION AND TREATMENT PROGRAMS**

## **Substance Abuse Prevention and Treatment Program and Program Descriptions**

This program provides substance abuse prevention and treatment services and administers the Impaired Driving Program (IDP) and PC 1000 programs. Services are provided in 10 county operated Substance Abuse Clinics and through our network of contracted providers. Services available are described below. We also have a call-in center that can be accessed 24-hours/day, seven days/week for individuals seeking services or with questions regarding our services:

**CARES Line: (800) 499-3008**

### **Treatment Programs**

**Outpatient Treatment Services** Outpatient treatment services are offered at all 10 County Operated Substance Abuse Clinics and at several contracted provider sites. Outpatient services consist of up to nine hours per week of medically necessary services for adults and less than six hours of services per week for adolescents. The program is designed to treat individuals with a Substance Use Disorder (SUD) presenting with the ability and stability to participate in low-intensity, professionally directed SUD treatment.

**MOMS Perinatal Program (Intensive Outpatient-Perinatal)** - The MOMs Program is an intensive outpatient treatment program for pregnant and parenting substance abusing women. Transportation is provided for women and their children. A child learning laboratory is provided as part of treatment, where women learn hands-on parenting skills. Groups cover a variety of topics specific to pregnant and parenting mothers. Special speakers are also used to provide information and referrals to other community programs available for women. Program provides between 9 and 19 hours of services per week based on consumer's treatment plan. Available at all County Operated Substance Abuse Clinic except Blythe, Lake Elsinore and Palm Desert

**Intensive Outpatient: Non-Perinatal** - Intensive Outpatient Treatment (IOT) is available for non-perinatal consumers. This level of care is designed for individuals who have more complex substance-related conditions, which may include co-occurring mental health conditions. IOT services are provided to consumers for 9-19 hours per week for adults and 6-19 hours per week for adolescents. The program is designed for individuals who have a higher level of instability or complicating factors. IOT services are available at all 10 county operated clinics and some contracted providers.

**Family Preservation Court (FPC)** - The FPC program is offered to consumers who have been referred by the Department of Public Social Services. Referred

## SUBSTANCE ABUSE PREVENTION AND TREATMENT PROGRAMS

clients participate in an approximately one-year long program consisting of three phases: intensive outpatient, outpatient, and recovery services. Consumers are also required to participate in court reviews on a weekly, bi-weekly, or monthly basis depending on their phase. Treatment components include participation in Triple P Parenting classes and Family groups as well as substance abuse treatment service. The goal of the program is reduction of alcohol and drug use and to promote family reunification. Program is available at the following County Operated Substance Abuse Clinics: Corona, Desert Hot Springs, Indio, Moreno Valley, Riverside, San Jacinto, and Temecula.

**Recovery Opportunity Center (ROC)** The ROC program is the name of Riverside County's Drug Court Program. The program is a collaborative effort of multiple County agencies joining together to stop the abuse of alcohol and drugs and drug-related criminal activity in Riverside County. The collaborating agencies include the Superior Courts of Riverside, the District Attorney's Office, the Office of the Public Defender, the Probation Department, and Riverside University Health System - Behavioral Health. This program has been designed to treat drug offenders in a highly-structured, intensive substance abuse program rather than incarcerate them in state prison. The program typically lasts around 18 months and consists of 5 phases, which incorporate three levels of care: Intensive Outpatient, Outpatient, and Recovery Services. The program required periodic court reviews (weekly, bi-weekly, or monthly) with the presiding judge with participation of the other collaborative agencies. The program is offered at the following County Operated Substance Abuse Clinics: Blythe, Indio, San Jacinto, and Riverside.

**Juvenile Success Team (JUST)** The JUST program is Riverside County's Juvenile Drug Court Program. It is a comprehensive and treatment oriented supervision approach to reduce substance abuse within the Riverside County juveniles in the legal system. The program is an evidence-based program designed to involve family participation and incorporation of community based services. The program uses multiple interventions such as regular drug testing and court appearances, counseling, educational, and vocational opportunities, and various incentives focused on the life skills necessary. The program is a collaborative effort between the Juvenile Court, the District Attorney's Office, the Minor's Counsel, Juvenile Defense Panel, Probation Department, Department of Public Social Services, Department of Education, and Riverside University Health System - Behavioral Health. The program on average lasts for approximately nine months.

**School-Based IPS & Treatment** - The School-Based IPS and Treatment program is a hybrid type program that brings substance abuse services (both indicated prevention and treatment) directly into schools located around the county. This is a pilot program currently active in only a few districts in Riverside County. A Prevention Specialist from the nearest County Operated Substance Abuse Clinic is placed into the school on a regular basis and referrals come directly from the school. Students are screened using the ASAM and BRRIM instruments. Those that screen for prevention services are provided Individual Prevention Services (see below). Those that screen with more intensive needs are then assessed and if warranted, provided outpatient treatment services directly in the school.

**Recovery Services** Recovery services are offered at all 10 County Operated Substance Abuse Clinics and at several contracted providers. Recovery services shall include the following:

- Outpatient counseling services in the form of individual or group counseling to stabilize the consumer and then reassess if the consumer needs further care.
- Recovery monitoring: Recovery coaching, monitoring in-person, by phone, or by internet.
- Substance Abuse Assistance: Peer-to-peer services and relapse prevention.
- Education and Job Skills: Linkages to life skills, employment services, job training and education services.
- Family Support: Linkages to childcare, parent education, child development support services and family/marriage education.
- Support Groups: Linkages to self-help and support, spiritual and faith-based support.
- Ancillary Services: Linkages to housing assistance, transportation, case management and individual services coordination.

**Residential Treatment Services** Residential treatment services are provided exclusively by contracted providers in Riverside County. Several levels of care are available depending on the individual needs of the consumers. Residential Treatment Services are available for both adolescents and adults. Residential services are designed to treat individuals with more complex conditions that demonstrate a level of instability and complexity that cannot be managed through an outpatient level of care. In residential treatment, consumers live on the premises for the duration of their stay. Placement into a residential level of care requires prior authorization and placement through the SU CARES line (800-499-3008).

**Withdrawal Management Services** Withdrawal management services (formerly known as Detox Services) are available exclusively through contracted providers, available in an outpatient or residential modality,

and available for both adolescents and adults. Placement into a residential level of withdrawal management requires prior authorization and placement through the SU CARES line (800-499-3008). Withdrawal management services are designed to manage the client through the initial phases of withdrawal to a level that would allow the clients to be stable enough to participate in a standard treatment program (either outpatient or residential).

**Opioid Treatment Program (OTP)** OTP services are provided exclusively by contracted providers and are intended for clients presenting with an Opioid Use Disorder (OUD). This level of care was formerly known as Narcotic Treatment Program or Methadone Clinics. OTP programs provide replacement narcotic therapy for individuals with an OUD and now offer a variety of options including methadone, buprenorphine, naltrexone (oral and injectable), disulfiram, and naloxone. OTP services can only be provided in specially licensed facilities.

**Medication Assisted Treatment (MAT)** Medication Assisted Treatment (MAT) services are available for consumers presenting for treatment with either an Opioid Use Disorder (OUD) or an Alcohol Use Disorder (AUD). MAT services are available at any of the above levels of care as an adjunct to their treatment regime. Medications available include buprenorphine, naltrexone (oral and injectable), acamprosate, disulfiram, and naloxone.

## **Prevention Services**

**Impaired Driver Program (IDP)** The Impaired Driving Program (IDP) is responsible for the registration, screening, and tracking of convicted DUI and PC-1000 referrals from the Courts in Riverside County. Additionally IDP assesses out-of-state referrals, assists consumers in remaining in their DUI programs, and monitors contracted providers of DUI and PC-1000 services around the County.

**Community Outreach** Services are offered by SAPT prevention staff as well as contracted providers. Activities are designed so that communities can build their capacity to reduce access and availability of alcohol and other drugs in their areas through policy change. Services are provided following the strategies and guidelines developed by the Center for Substance Abuse Prevention (CSAP).

**Friday Night Live (FNL)** Friday Night Live is a statewide youth development program that is active in 50 out of 58 counties in California. The program has been active for 35 years in Riverside County and currently there are approximately 100 active chapters throughout the County. The program has participants from elementary, middle, and high schools. Chapters are also active in community based and faith based organizations. The program builds partnerships for positive and health

youth development which engage youth as active leaders and resources in their communities.

**Individual Prevention Services (IPS)** The Individual Prevention Service program is designed for individuals aged 12 to senior citizens who are starting to see negative consequences of drug or alcohol use, but are not yet to the point of requiring treatment. Participants and their families meet with a Prevention Specialist to set up a plan of action. Subsequent interactions are one-on-one with the consumer. The intervention is custom designed and individualized, and there is no charge for the service. This service is provided at all County operated Substance Abuse Clinics. The intervention utilizes the Brief Risk Reduction Interview and Intervention Model (BRRIM).

## BLYTHE

### **Blythe Recovery Opportunity Center (ROC)**

1297 West Hobsonway  
Blythe, CA 92225  
Phone: (760) 921-5000  
Fax: (760) 921-5002

### **Blythe Substance Abuse Prevention and Treatment Clinic**

1297 West Hobsonway  
Blythe, CA 92225  
Phone: (760) 921-5000  
Fax: (760) 921-5002

## CORONA

### **Corona Wellness and Recovery Center**

2813 S. Main Street  
Corona, CA 92882  
Phone: (951) 737-2962  
Fax: (951) 737-2783

# SUBSTANCE ABUSE PREVENTION AND TREATMENT PROGRAMS

## DESERT HOT SPRINGS

### **Desert Hot Springs Substance Abuse Prevention and Treatment Clinic**

14320 Palm Drive  
Desert Hot Springs, CA 92240  
Phone: (760) 770-2264  
Fax: (760) 770-2230

## INDIO

### **Drinking Driver Program (DDP)**

83-912 Avenue 45, Suite 9  
Indio, CA 92201  
Phone: (760) 347-0754  
Fax: (760) 347-8507

### **Indio Substance Abuse Prevention and Treatment Clinic**

83-912 Avenue 45, Suite 9  
Indio, CA 92201  
Phone: (760) 347-0754  
Fax: (760) 347-8507

### **Indio Recovery Opportunity Center (ROC)**

83-912 Avenue 45, Suite 9  
Indio, CA 92201  
Phone: (760) 347-0754  
Fax: (760) 347-8507

## LAKE ELSINORE

### **Lake Elsinore Substance Abuse Prevention and Treatment Clinic**

31764 Casino Drive, Suite 200  
Lake Elsinore, CA 92530  
Phone: (951) 471-4649  
Fax: (951) 471-4687

## MORENO VALLEY

### **Moreno Valley Substance Abuse Prevention and Treatment Clinic**

**Note: This clinic serves Adolescents (12-17) and Pregnant/Parenting females only**

23119 Cottonwood Avenue, Suite 100  
Moreno Valley, CA 92533  
Phone: (951) 413-5130  
Fax: (951) 413-5230

### **Friday Night Live Program**

23119 Cottonwood Avenue, Suite 100  
Moreno Valley, CA 92533  
Phone: (951) 782-5000  
Fax: (951) 413-5230

## PALM DESERT

### **Palm Desert Substance Abuse Prevention and Treatment Clinic**

74-923 Hovley Lane, Suite E  
Palm Desert, CA 92260  
Phone: (760) 770-2286  
Fax: (760) 770-2240

## RIVERSIDE

### **Impaired Driver Program (IDP)**

2085 Rustin Avenue  
Riverside, CA 92507  
Phone: (951) 778-3500  
Fax: (951) 274-9865

### **Riverside — Recovery Opportunity Center (ROC)**

2085 Rustin Avenue  
Riverside, CA 92507  
Phone: (951) 955-2123  
Fax: (951) 955-2426

### **Riverside Substance Abuse Prevention and Treatment Clinic and MOMS Program**

2085 Rustin Avenue  
Riverside, CA 92507  
Phone: (951) 955-2105  
Fax: (951) 955-8060

## **Substance Abuse Prevention and Treatment Administration**

3525 Presley Avenue

Riverside, CA 92507

Phone: (951) 782-2400

Fax: (951) 683-4904

## **SAN JACINTO**

### **Southwest Recovery Opportunity Center (ROC)**

1370 N. State Street, Suite A

San Jacinto, CA 92583

Phone: (951) 791-3350

Fax: (951) 791-3353

### **San Jacinto Substance Abuse Prevention and Treatment Clinic**

1370 N. State Street, Suite A

San Jacinto, CA 92583

Phone: (951) 791-3350

Fax: (951) 791-3353

## **TEMECULA**

### **Temecula Substance Abuse Prevention and Treatment Clinic**

40925 County Center Drive, Suite 200

Temecula, CA 92590

Phone: (951) 600-6360

Fax: (951) 600-6365

# DESERT REGION BEHAVIORAL HEALTH SERVICES

- Banning
- Beaumont
- Blythe
- Cabazon
- Calimesa
- Cathedral City
- Cherry Valley
- Coachella
- Desert Hot Springs
- La Quinta
- Indio
- Indian Wells
- Mecca
- Palm Desert
- Palm Springs
- Rancho Mirage
- Oasis
- Thermal
- Whitewater

For deaf and hard of hearing communities, please dial 711 and tell them what number you are trying to reach.











## DESERT REGION BEHAVIORAL HEALTH SERVICES

### **California Work Opportunity and Responsibility to Kids (Cal-WORKS)/Greater Avenues for Independence (GAIN) Program - Behavioral Health Services**

44-199 Monroe Street, Suite C  
Indio, CA 92201  
Phone: (760) 863-2578  
Fax: (760) 863-2569

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### **Telecare Riverside Crisis Stabilization Services**

Provides psychiatric emergency assessment and crisis stabilization for up to 24 hours for all ages. Services include evaluation, crisis intervention, and referral for psychiatric hospitalization. This facility is a 5150 designated provider, which operates 24 hours a day, 7 days a week.

47-915 Oasis Street  
Indio, CA 92201  
Phone: (760) 863-8600  
Fax: (760) 863-8603

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### **Indio Jail Services**

A mental health response team is available to address life threatening situations such as suicidal ideation or attempts in the jails. All referred individuals receive a mental health evaluation to determine the presence of a psychiatric problem and identify the services required. Medication services are provided as needed. Follow up mental health referrals for outpatient services are provided.

46-057 Oasis Street  
Indio, CA 92201  
Phone: (760) 393-3308  
Fax: (760) 393-3355

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### **Indio Behavioral Health Clinic**

Outpatient clinic providing services for children, adolescents, adults, and older adults including crisis intervention, assessment, medication services, case management, and dual-diagnosis services. Peer-to-peer recovery services are provided through the clinic and through the contracted Peer Support and Resource Center. Outreach to homeless mentally ill individuals, housing assistance and 24-hour a day, seven days a week intensive case management is available through the Desert's Full-Service Partnership (FSP's) programs. Parent Partners provide support to parents of children.

## **Indio Behavioral Health Clinic**

47-825 Oasis Street  
Indio, CA 92201  
Phone: (760) 863-8455  
Fax: (760) 863-8587

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## **Indio Multi-Dimensional Family Therapy (MDFT)**

Provides an evidenced-based approach to treatment of adolescents who have behavior and substance abuse disorders, and their families. Teams of Clinical Therapists and Behavioral Health Specialists provide intensive, community-based services; these include therapy for the adolescent and the adolescent's parent(s), the family, and case management.

47-825 Oasis Street  
Indio, CA 92201  
Phone: (760) 863-8455  
Fax: (760) 863-8587

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## **Indio Wraparound Program**

Wraparound Programs are a family centered, individualized, community based, strength focused, needs driven collaborative approach to mental health treatment. A team of professionals including Clinical Therapists, Behavioral Health Specialists, and Parent Partners persistently work together with Probation Officers, nurses, and community members to ensure the family reaches their goals.

47-825 Oasis Street  
Indio, CA 92201  
Phone: (760) 863-8455  
Fax: (760) 863-8587  
TTY: (760) 863-8026

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## **Mental Health Court**

This program assists the court in providing appropriate assessment and placement of criminal defendants suffering from a mental illness. Mental Health Courts support and implement individualized treatment plans and case management. Services are delivered in an effective and safe manner with the objective of safeguarding the public and reducing recidivism.

82-632 Highway 111, Suite A-3  
Indio, CA 92201  
Phone: (760) 396-5371  
Fax: (760) 396-5365



## LA QUINTA

### **TAY Drop In Center - Desert FLOW**

The TAY (Transitional Age Youth) Drop In Center provide a full array of behavioral health and other supportive services for youth ages 16-25. Services include educational groups, life skills training, family support groups, individual, group and family therapy, psychiatric and medication services. Other activities including music, art and games to promote behavioral wellness. Youth and their families can drop-in for activities and support. There is a special focus on identifying and treating first-episode psychosis for transitional age youth.

78-140 Calle Tampico  
La Quinta, CA 92253  
Phone: (760) 863-7970  
Fax: (760) 863-7955

## MECCA

### **Mecca Satellite Office**

Provides outreach and engagement activities. Information and educational materials and presentations are available to the Mecca and surrounding communities in both English and Spanish.

**Mecca Satellite Office: (760) 393-3255**

## PALM DESERT

### **Palm Desert Substance Abuse Prevention and Treatment Clinic**

68-615 Perez Road, Suite 6A  
Cathedral City, CA 92234  
Phone: (760) 770-2286  
Fax: (760) 770-2240

### PALM SPRINGS

#### **Desert Adult Full Service Partnership - Windy Springs**

The Desert Adult Full Service Partnership (FSP) serves adults between the ages of 18 and 59 with severe and persistent mental illness who are homeless or at risk of homelessness. Existing location below is currently undergoing renovation. Call the contact number below for temporary location.

19531 McLane Street, Suite B  
Palm Springs, CA 92262  
Phone: (760) 288-4579  
Fax: (760) 288-3752

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#### **“The PATH” Safehaven Program**

“The PATH” is a 24/7 drop-in center and “Safehaven” designed to engage the hardest to reach homeless person that has a diagnosis of mental illness. The program also provides on-site low demand permanent supportive housing for 25 adults. Program staff are trained to address the issues of service-resistant clients and can provide linkages to other services and programs. The facility provides food, showers, laundry, and fellowship with peer counselors along with linkages to a wide range of community resources. “The PATH” is operated by Recovery Innovations of California Inc. under contract with Riverside University Health System — Behavioral Health.

19351 McLane Street  
Palm Springs, CA 92262  
Phone: (760) 251-2346  
Fax: (760) 251-2390

# MID-COUNTY REGION BEHAVIORAL HEALTH SERVICES

The Mid-County Region covers the area from Elsinore Valley on the west, east to Idyllwild, north to Perris, and south to the San Diego County line. It includes services to the following cities and surrounding communities:

- Anza
- Aguanga
- Canyon Lake
- Gilman Hot Springs
- Hemet
- Homeland
- Idyllwild
- Lake Elsinore
- Lakeview
- Mead Valley
- Menifee
- Mountain Center
- Murrieta
- Nuevo
- Perris
- Quail Valley
- Rancho California
- Romoland
- Sage
- San Jacinto
- Soboba Hot Springs
- Sun City
- Temecula
- Valle Vista
- Wildomar
- Winchester

For deaf and hard of hearing communities, please dial 711 and tell them what number you are trying to reach.

## COUNTYWIDE CHILDREN'S MENTAL HEALTH SERVICES

The following children's mental health programs provide services to all regions of Riverside County: Assessment and Consultation Team (ACT); Youth and Family Community Services; Preschool 0-5 Programs; Therapeutic & Residential Assessment & Consultation Team (TRAC).

### HEMET

#### **California Work Opportunity and Responsibility to Kids (CalWORKs)/Greater Avenues for Independence (GAIN) Program - Behavioral Health Services**

The CalWORKs/GAIN program is a treatment and education program that helps to remove mental health and/or substance abuse barriers to employment and establish self-sufficiency. There are Mental Health counselors at every CalWORKs/GAIN Program.

541 North San Jacinto Avenue  
Hemet, CA 92543  
Phone: (951) 791-3100  
Fax: (951) 791-3110

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#### **Hemet Behavioral Health Clinic**

Provides services to adult individuals suffering from severe and persistent mental health problems. These services include psychiatric assessments, medication support, assessment, and referral for inpatient psychiatric services, short-term crisis intervention. The Hemet Behavioral Health Clinic also offers recovery oriented services including a recovery management program, Wellness Recovery Action Plan groups, and an integrated mental health and substance abuse program for consumers who suffer from both severe and persistent mental illnesses and substance abuse disorders. Areas served: Hemet, Homeland, Idyllwild, Anza, Sage, San Jacinto, Gilman Hot Springs, Valle Vista Winchester, Soboba Hot Springs, Aguanga, Lakeview, and Mountain Center.

650 North State Street  
Hemet, CA 92543  
Phone: (951) 791-3300  
Fax: (951) 791-3333

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#### **Substance Abuse Prevention and Treatment Programs Southwest Recovery Opportunity Center (ROC)**

650 North State Street  
Hemet, CA 92543  
Phone: (951) 791-3350  
Fax: (951) 791-3353

## MID-COUNTY REGION BEHAVIORAL HEALTH SERVICES

### **Hemet Substance Abuse Prevention and Treatment Clinic**

650 North State Street  
Hemet, CA 92543  
Phone: (951) 791-3350  
Fax: (951) 791-3353

## LAKE ELSINORE

### **California Work Opportunity and Responsibility to Kids (CalWORKs)/ Greater Avenues for Independence (GAIN) Program – Behavioral Health Services**

The CalWORKs/GAIN program is a treatment and education program that helps to remove mental health and/or substance abuse barriers to employment and establish self-sufficiency. There are Mental Health counselors at every CalWORKs/GAIN Program.

1400 West Minthorne Street  
Lake Elsinore, CA 92530  
Phone: (951) 245-3210  
Fax: (951) 245-3008

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### **Lake Elsinore Children’s Mental Health Clinic**

Provides services to children with severe emotional and behavioral problems. Services include psychiatric evaluations, medication services, individual and family therapy, and case management services. Staff works closely with Children’s Protective Services to provide services to dependent children who experience severe emotional problems. Parent partners offer support and advocacy services to parents whose children are receiving services at the clinic. Areas served: Lake Elsinore and Wildomar.

31946 Mission Trail, Suite B  
Lake Elsinore, CA 92530  
Phone: (951) 245-7663  
Fax: (951) 674-6431

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### **Lake Elsinore Multi-Dimensional Family Therapy Team (MDFT)**

Provides home and community-based services for adolescents and their families with substance related disorders and severe behavioral problems. The program provides time-limited intensive case management, consultation, and individual and family therapy. This program is specifically targeted to serve the underserved ethnic minority populations of Lake Elsinore and Wildomar.

## **Lake Elsinore Multi-Dimensional Family Therapy Team (MDFT)**

31946 Mission Trail, Suite B  
Lake Elsinore, CA 92530  
Phone: (951) 245-7663  
Fax: (951) 674-6431

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## **Mid-County Wraparound Program**

Wraparound Programs are a family-centered, individualized, community-based, strength-focused, need-driven, and collaborative approach to mental health treatment. A team of professionals, including Clinical Therapist, Behavioral Health Specialist, and Parent Partners work together with Probation Officers, Public Health Nurses, and community members to ensure that the families reach their goals.

31946 Mission Trail, Suite B  
Lake Elsinore, CA 92530  
Phone: (951) 245-7663  
Fax: (951) 674-6431

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## **Lake Elsinore Wellness and Recovery Clinic for Mature Adults**

This Older Adult Services program provides services to older adults, age 60 years and above. Services focus upon wellness, recovery, and resiliency. Older Adult Services provide assessment and treatment focused on consumer's recovery goals, assist with housing, provide medication services, evaluate placement needs, consult with primary care physicians, and link to health and other mental health specialty services. Peer and family support services are also available. Specialty Multidisciplinary Aggressive Response Team (SMART) provides outreach and engagement to the "at-risk" population for homelessness, institutionalization, and use, who, under ordinary circumstances, would not receive services.

31760 Casino Drive, Suite 100  
Lake Elsinore, CA 92530  
Phone: (951) 471-4600  
Fax: (951) 471-4623

### **Lake Elsinore Adult Family Room**

Provides services to adult individuals suffering from severe and persistent mental health problems. These services include psychiatric assessments, medication support, assessment, and referral for inpatient psychiatric services, and short-term crisis interventions. The Lake Elsinore Adult Family Room also offers recovery oriented services, including a recovery management program. Wellness Recovery Action Plan groups, and an integrated mental health and substance use program for consumers who suffer from both severe and persistent mental illnesses and substance abuse disorders. The clinic utilizes a strongly family-based approach to service delivery. Areas served: Lake Elsinore and Wildomar.

31764 Casino Drive, Suite 300

Lake Elsinore, CA 92530

Phone: (951) 471-4645

Fax: (951) 471-4687

## MURRIETA

### **Mental Health Court**

This program assists the court in providing appropriate assessment and placement of criminal defendants suffering from a mental illness. Mental Health Courts support and implement individualized treatment plans and case management. Services are delivered in an effective and safe manner with the objective of safeguarding the public and reducing recidivism.

30755 B Auld Road

Murrieta, CA 92563

Phone: (951) 696-3049

Fax: (951) 696-3445

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### **Cois Byrd Detention Center - Jail Services**

A mental health response team is available to address life threatening situations such as suicidal ideation or attempts in the jails. All referred individuals receive a mental health evaluation to determine the presence of a psychiatric problem and identify the services required. Medication services are provided as needed. Follow up mental health referrals for outpatient services are provided.

30755 B Auld Road

Murrieta, CA 92563

Phone: (951) 696-3050

## PERRIS

### **California Work Opportunity and Responsibility to Kids (CalWORKs)/Greater Avenues for Independence (GAIN) Program - Behavioral Health Services**

The CalWORKs/GAIN program is a treatment and education program that helps to remove mental health and/or substance abuse barriers to employment and establish self-sufficiency. There are Mental Health counselors at every CalWORKs/GAIN Program.

201 Redlands Avenue  
Perris, CA 92571  
(951) 940-6600  
(951) 210-1025

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### **Mid-County Multi-Dimensional Family Therapy Team (MDFT)**

Provides home and community-based services for adolescents with both substance related disorders and severe behavioral problems. The program provides time-limited intensive case management, consultation, individual, and family therapy.

308 E. San Jacinto Avenue  
Perris, CA 92571  
Phone: (951) 943-1130  
After-hours phone: (951) 452-2625  
Fax: (951) 657-7146

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### **Perris Family Room**

Provides services to adult individuals suffering from severe and persistent mental health problems. These services include psychiatric assessments, medication support, assessment, and referral for inpatient psychiatric services, short-term crisis intervention. The Perris Mental Health Clinic also offers recovery oriented services including a recovery management program, Wellness Recovery Action Plan groups, and an integrated mental health and substance abuse program for consumers who suffer from both severe and persistent mental illnesses and substance abuse disorders. This clinic utilizes a strongly family-based approach to service delivery. Areas served: Canyon Lake, Quail Valley, Nuevo, Romoland, Sun City, Perris, Menifee, and Mead Valley.

450 E. San Jacinto Avenue  
Perris, CA 92570  
Phone: (951) 443-2200  
Fax: (951) 443-2230

## MID-COUNTY REGION BEHAVIORAL HEALTH SERVICES

### **Victor Community Support Services - Transitional Age Youth (TAY) Full Service Partnership**

Under contract with RUHS — Behavioral Health, Victor Community Support Services provides mental health counseling, community integration, vocational assessments, employment assistance, housing assistance, skill building, psychiatric care, crisis intervention, and co-occurring disorders treatment for youth between the ages of 16 to 25 who have a serious and persistent mental health disorder and have demonstrated unsuccessful engagement with outpatient treatment programs. Areas Served: Perris, Murrieta, Temecula, Lake Elsinore, Hemet, San Jacinto and surrounding communities.

555 North Perris Boulevard, Building A  
Perris, CA 92571  
Phone: (951) 436-5300  
Fax: (951) 436-5350

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### **TAY Drop In Center - The ARENA**

The TAY (Transitional Age Youth) Drop In Center provide a full array of behavioral health and other supportive services for youth ages 16-25. Services include educational groups, life skills training, family support groups, individual, group and family therapy, psychiatric and medication services. Other activities including music, art and games to promote behavioral wellness. Youth and their families can drop-in for activities and support. There is a special focus on identifying and treating first-episode psychosis for transitional age youth.

2560 N. Perris Boulevard  
Perris, CA 92571  
Phone: (951) 940-6755  
Fax: (951) 210-1240

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### **Older Adult Services**

The Older Adult Services program provides services to older adults, age 60 years and above. Services focus upon wellness, recovery, and resiliency. Older Adult Services provide assessment and treatment focused on consumer's recovery goals, assist with housing, provide medication services, evaluate placement needs, consult with primary care physicians, and link to health and other mental health specialty services. Peer and family support services are also available. Specialty Multidisciplinary Aggressive Response Team (SMART) provides outreach and engagement to the "at-risk" population for homelessness, institutionalization, and use, who, under ordinary circumstances, would not receive services.

### **San Jacinto Wellness & Recovery Clinic for Mature Adults**

1370 South State Street, Suite B

San Jacinto, CA 92583

Phone: (951) 791 - 3596

Fax: (951) 791 - 3397

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### **Specialty Multidisciplinary Aggressive Response Team (SMART) Program - Mid-County Region**

1370 South State Street, Suite B

San Jacinto, CA 92583

Phone: (951) 791-3596

Fax: (951) 791-3397

## **Pathways to Success Vocational Program**

The Pathways to Success Vocational Program is a co-op between Behavioral Health and the Department of Rehabilitation (DOR). Together, the goal is to assist individuals who have a mental health disability achieve their individual employment goals. Services provided include: vocational assessment; identify barriers to employment and assist individuals in overcoming those barriers; assist individuals in successfully re-entering the workforce and maintaining employment; and DOR may provide financial support for training programs such as college or vocational training depending on member's needs, wants, desires, abilities, and available funding to individuals who demonstrate a commitment to the program.

The goal of the Benefits Assistance Program is to assist adults with a serious mental illness who cannot maneuver through the Medi-Cal and Social Security process on their own. Services provided include: help determine if an individual meets criteria of the Social Security standards for disability and supplemental benefits; help determine if an individual meets the criteria for Medi-Cal benefits; assistance with the application process; complete and submit Social Security and Medi-Cal forms; evaluation of ability to participate in daily life activities; process requests for records; and filing for necessary SSA appeals.

40925 County Center Drive, Suite 110  
Temecula, CA 92591  
Phone: (951) 940-6233  
Fax: (951) 600-6444

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## **Peer Support and Resource Center (PSRC)**

Riverside University Health System (RUHS) — Behavioral Health Peer Support and Resource Center (PSRC) offers a peer operated program for integrated services to current or former adult or transitional aged youth (TAY) consumers. Services include a Resource Center with information on housing options, employment opportunities and educational opportunities. Educational Programming with classes on five developmental tracks: Wellness; Personal Development; Employment Development; Change/ Adaptability and Community Reintegration. Monthly community activities are offered at little or no cost. Areas served: Mid-County Area

40925 County Center Drive, Suite 120  
Temecula, CA 92591  
Phone: (951) 600-6410  
Fax: (951) 686-6630

## **Substance Abuse Prevention and Treatment Program**

### **Temecula Substance Abuse Prevention and Treatment Clinic**

41002 County Center Drive, Building B, Suite 320

Temecula, CA 92591

Phone: (951) 600-6360

Fax: (951) 600-6365

### **Temecula Adult Behavioral Health Clinic**

Provides services to adult individuals suffering from severe and persistent mental health problems. These services include psychiatric assessments, medication support, assessment, and referral for inpatient psychiatric services, short-term crisis intervention. The Temecula Adult Mental Health Clinic also offers recovery oriented services including a recovery management program, Wellness Recovery Action Plan groups, and an integrated mental health and substance abuse program for consumers who suffer from both severe and persistent mental illnesses and substance abuse disorders. Areas served: Temecula and Murrieta.

40925 County Center Drive, Suite 200

Temecula, CA 92591

Phone: (951) 600-6300

Fax: (951) 600-6377

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### **Temecula Children's Mental Health Clinic**

Provides services to children with severe emotional and behavioral problems. Services include psychiatric evaluations, medication services, individual and family therapy, and case management services. Staff works closely with Children's Protective Services to provide services to dependent children who experience severe emotional problems. Parent partners offer support and advocacy services to parents whose children are receiving services at the clinic. Areas served: Murrieta and Temecula.

41002 County Center Drive, Suite 320

Temecula, CA 92591

Phone: (951) 600-6355

Fax: (951) 600-6365

## **Temecula Wellness and Recovery for Mature Adults**

The Older Adults Services Program provides services to older adults, age 60 years and above. Services focus upon wellness, recovery, and resiliency. Older Adults Services provide assessment and treatment focused on consumer's recovery goals, assist with housing, provide medication services, evaluate placement needs, and consult with primary care physicians, and link to health and other mental health specialty services. Peer to family support services are also available.

40925 County Center Drive, Suite 100

Temecula, CA 92591

Phone: (951) 600-6420

Fax: (951) 600-6419

# WESTERN REGION BEHAVIORAL HEALTH SERVICES

The Western Region covers the area from the Orange County border east to Moreno Valley, north to the San Bernardino County line, and south to Corona. It includes services to the following cities and surrounding communities:

- Canyon Crest Heights
- Corona
- Glen Avon
- Glen Valley
- Highgrove
- Mira Loma
- Moreno Valley
- Norco
- Pedley
- Riverside
- Rubidoux
- Woodcrest

For deaf and hard of hearing communities, please dial 711 and tell them what number you are trying to reach.

## COUNTYWIDE CHILDREN'S MENTAL HEALTH SERVICES

The following children's mental health programs provide services to all regions of Riverside County: Assessment and Consultation Team (ACT); Youth and Family Community Services; Preschool 0-5 Programs; Therapeutic & Residential Assessment & Consultation Team (TRAC).

### CORONA

#### **Assessment and Consultation Team (ACT)**

Provides mental health consultation services on site at each DPSS office for open Child Protective Services cases. Referrals are made to county clinics or services may be authorized to a contract provider. All referrals must come through the child's social worker.

3125 Myers Street  
Riverside, CA 92503  
Phone: (951) 358-6888  
Fax: (951) 687-5819

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#### **Corona Wellness and Recovery Center**

##### **Adult Services**

Outpatient program providing assistance for individuals who are experiencing severe and persistent psychiatric problems. Services include crisis intervention, assessments, medication services, case management services, linkage to community resources, brief stabilization therapy, education and evidence-based groups, peer-to-peer support, and advocacy.

##### **Children's Services**

Outpatient clinic providing services to children and adolescents in the Corona/Norco community to assist children to remain in the least restrictive environment. Services include assessment, individual, group, family, and medication services. Available services include evidence-based practices such as Trauma Focused Cognitive Behavioral Therapy (TFCBT) and Parent Child Interaction Therapy (PCIT). Services are provided in the clinic and at selected school sites.

##### **Substance Abuse Prevention and Treatment Program Corona Substance Abuse Prevention and Treatment Clinic**

2813 S. Main Street  
2nd Floor  
Corona, CA 92883  
Phone: (951) 737-2962  
Fax: (951) 737-2783

# WESTERN REGION BEHAVIORAL HEALTH SERVICES

## Youth and Family Community Services

Provides case consultation, case management and interagency coordination. These services are for minors at high risk for, or in need of, residential placement at Short Term Residential Treatment Programs. Intensive case management services can be secured via referral from Children's Services Division or Juvenile Probation.

3125 Myers Street  
Riverside, CA 92503  
Phone: (951) 358-6858  
Fax: (951) 687-3478

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## Preschool 0 – 5 Programs

Preschool 0-5 Programs include two components, Set-4-School and Prevention and Early Intervention (PEI) Mobile Services. Evidence based and evidence informed services are accessible in the clinic, on mobile units out in the community, and at school sites across the county. Additionally, each mobile services vehicle is equipped to function independently to support disaster relief centers in emergency situations. Services offered within the Set-4-School and PEI Mobile Services Programs include: Parent-Child Interaction Therapy (PCIT); Teacher-Child Interaction Training (TCIT); Trauma Focused Cognitive Behavioral Therapy (TF-CBT); The Incredible Kids (IK); and the Positive Parenting Program (Triple P). Early intervention services are offered to children ages zero to approximately 7 years of age.

**Set-4-School**  
**Prop 10 / First 5 Riverside**  
3075 Myers Street  
Riverside, CA 92503  
(951) 358-6895

**PEI Mobile Services**  
3075 Myers Street  
Riverside, CA 92503  
(951) 358-6895

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## Therapeutic & Residential Assessment & Consultation Team (TRAC)

Provides specialized assessment and consultation services to Social Services and Probation concerning minors who are placed in Short Term Residential Treatment Program by Riverside County or who are at risk of Short Term Residential Treatment Program placement. TRAC also participates in Child and Family Team Meetings (CFTM) with Social Services and coordinates Therapeutic Behavioral Services for Riverside County Medi-Cal beneficiaries.

## **Therapeutic & Residential Assessment & Consultation Team (TRAC)**

3125 Myers Street  
Riverside, CA 92503  
Phone: (951) 358-5810  
Fax: (951) 358-6865

### **MORENO VALLEY**

## **California Work Opportunity and Responsibility to Kids (CalWORKs)/Greater Avenues for Independence (GAIN) Program - Behavioral Health Services**

The CalWORKs/GAIN program is a treatment and education program that helps to remove mental health and/or substance abuse barriers to employment and establish self-sufficiency. There are Mental Health counselors at every CalWORKs/GAIN Program.

12625 Heacock Street  
Moreno Valley, CA 92553  
Phone: (951) 413-5200  
Fax: (951) 486-7802

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## **Moreno Valley Children's Interagency Program (MVCIP)**

Provides services to children with severe emotional and behavioral problems. Services include psychiatric evaluations, medication services, individual and family therapy, and case management services. Available services include evidence based practices such as Trauma Focused Cognitive Behavioral Therapy (TFCBT) and Parent Child Interaction Therapy (PCIT). Staff works closely with schools to provide services to students who experience academic problems as a result of their severe emotional problems. Parent partners offer support and advocacy services to parents whose children are receiving services at the clinic. Areas served: Moreno Valley

23119 Cottonwood Avenue, Building A, Suite 110  
Moreno Valley, CA 92553  
Phone: (951) 413-5678  
Fax: (951) 413-5660

### NORCO

#### **California Work Opportunity and Responsibility to Kids (CalWORKs)/Greater Avenues for Independence (GAIN) Program - Behavioral Health Services**

The CalWORKs/GAIN program is a treatment and education program that helps to remove mental health and/or substance abuse barriers to employment and establish self-sufficiency. There are Mental Health counselors at every CalWORKs/GAIN Program.

517 West Parkridge Avenue  
Norco, CA 92860  
Phone: (951) 272-5400  
Fax: (951) 272-5265

### RIVERSIDE

#### **Art Works**

The Art Works, art center gallery in downtown Riverside, is an extension of the Recovery Innovations of California, Inc. Peer Support and Resource Center. This program offers a creative learning environment and programming related to artistic expression for those who carry a mental health diagnosis. The program houses a commercial gallery that exhibits, markets, and sells works of art and presents public theater performances. It offers programs such as drama, choir, drawing, painting, and crafts, weekly at the Riverside Peer Support and Resource Service Center (PSRSC) and the Perris PSRSC. Areas Served: Riverside, Moreno Valley West to Corona. Mid County Region: Temecula, Lake Elsinore, Hemet, Perris.

3741 Sixth Street  
Riverside, CA 92501  
Phone: (951) 683-1279  
Fax: (951) 686-6630

## **Blaine Street Adult Behavioral Health Clinic**

Outpatient program provides assistance for individual who are experiencing severe and persistent psychiatric problems. Services include urgent mental health, care assessment, medication services, brief stabilization therapy, family consultation, case management, as well as linkage to community resources, education groups, peer-to-peer support, and advocacy. Areas serviced: Moreno Valley, parts of Riverside and unincorporated areas.

Integrated Health Care Coordination was established to engage Consumers into a Wellness Recovery Plan that includes a person's Psychical Health, to provide consistent communication between all health providers (mental health, substance abuse, and primary care). The goal and purpose of Care Coordination is to ensure the services provided to our consumers is coordinated and in consideration of all health and behavioral health diagnosis and treatment, including medications.

Any consumers who has not received routine medical care is reluctant to address potential or admitted health issues (for example: STD's, HIV Status, Diabetes) or is presenting with negative physical health symptoms, may be referred to Primary Care for an initial screening with the exception of consumers who are assigned and actively engaged with the Primary Providers through IEHP, Molina, or Kaiser, these consumers are not eligible for this referral program, unless there is an urgent care need. However, our goal and purpose of Care Coordination for consumers assigned to off-site providers is just as important. We will engage into a Wellness Recovery Plan by obtaining a Universal Consent and our coordination of care with our Mental Health providers will continue.

Blaine Street Adult Clinic  
769 Blaine Street, Suite B  
Riverside, CA 92507  
Phone: (951) 358-4705  
Fax: (951) 358-4719

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## **Crisis Services: Riverside University Health System — Medical Center Emergency Treatment Services (ETS)**

Provides psychiatric emergency services 24 hours a day, 7 days a week for all ages, which includes evaluation, crisis intervention, and referrals for psychiatric hospitalization, as needed for adults, children, and adolescents. Consumers may be referred to the Inpatient Treatment Facility (ITF) or other private hospitals.

9990 County Farm Road, Suite 4  
Riverside, CA 92503  
Phone: (951) 358-4881

### **California Work Opportunity and Responsibility to Kids (CalWORKs)/Greater Avenues for Independence (GAIN) Program - Behavioral Health Services**

The CalWORKs/GAIN program is a treatment and education program that helps to remove mental health and/or substance abuse barriers to employment and establish self-sufficiency. There are Mental Health counselors at every CalWORKs/GAIN Program.

#### **Jurupa**

5961 Mission Boulevard  
Riverside, CA 92509  
Phone: (951) 509-8282  
Fax: (951) 509-8267

#### **La Sierra**

11060 Magnolia Avenue  
Riverside, CA 92505  
Phone: (951) 358-6700  
Fax: (951) 358-7688

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### **Children's Treatment Services (CTS)**

Outpatient clinic providing assessment and treatment services to children and adolescents in the Riverside area. The clinic provides a continuum of outpatient services in the clinic and on selected school sites. The services include assessment, medication services, individual, family, and group treatment. Available services include evidence based practices such as Trauma Focused Cognitive Behavioral Therapy (TFCBT).

3125 Myers Street  
Riverside, CA 92503  
Phone: (951) 358-4840  
Fax: (951) 358-4848  
TTY: (951) 359-6447

## **Jefferson Wellness Center (JWC)**

The Full Service partnership (FSP) at Jefferson Wellness Center is a program that provides a wide array of services and supports to adults living in the Western Region of Riverside County who have been diagnosed with a severe and persistent mental illness. The FSP provides intensive case management services and supports to eligible members who have been identified as struggling with homelessness and recidivism within the justice system and psychiatric facilities. The target populations are those that are currently homeless or at imminent risk of homelessness and are cycling in and out of jail or prison as well as cycling in and out of psychiatric hospitals or long term care facilities due to mental health impairments.

FSP focuses on the following strategies:

- Providing high-quality care that is member driven using a multi-disciplinary team and intensive case management approach to services and support.
- Supporting the goal areas that members may choose to work on in partnership with an assigned wellness partner.
- Providing a variety of services and supports, through group and individual methods, to assist each member in finding their path to recovery.
- Providing crisis support seven days a week, twenty-four hours a day.

Examples of multi-disciplined services to be provided include but are not limited to:

- Outreach
- Assessment
- Crisis Intervention
- Mental Health Services (individual and group services)
- Medication Support (psychiatric assessment, medication services and nursing support)
- Rehabilitation Support (supportive services, recovery based interventions such as recovery management and WRAP, care coordination/ plan development, linkage to community resources, peer support and adjunctive services, etc.)
- Collateral Services with probation, family, and other outside supports.

### **Jefferson Wellness Center**

2085 Rustin Avenue

Riverside, CA 92507

Phone: (951) 955-8000

Fax: (951) 955-8010

## WESTERN REGION BEHAVIORAL HEALTH SERVICES

### **The Journey TAY Program**

The Journey TAY Program is a Full Service partnership program that provides intensive wellness and recovery based services for previously unserved or underserved individuals who carry a serious mental health diagnosis and who are also homeless, at risk of homelessness, and/or have experienced numerous psychiatric hospitalizations or incarceration related to their mental health disorder. The Journey TAY Program outreaches to youth transitioning from adolescent services to adulthood ages 18-25. Areas served: Norco, Corona, Riverside, Moreno Valley and adjacent unincorporated areas.

2085 Rustin Avenue  
Riverside, CA 92507  
Phone: (951) 358-4100  
Fax: (951) 358-4189

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### **TAY Drop In Center - Stepping Stones**

The TAY (Transitional Age Youth) Drop In Center provide a full array of behavioral health and other supportive services for youth ages 16-25. Services include educational groups, life skills training, family support groups, individual, group and family therapy, psychiatric and medication services. Other activities including music, art and games to promote behavioral wellness. Youth and their families can drop-in for activities and support. There is a special focus on identifying and treating first-episode psychosis for transitional age youth.

1820 N. University Avenue  
Riverside, CA 92507  
Phone: (951) 955-9800  
Fax: (951) 955-9840

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### **Long Term Care (LTC) Placement**

This program's purpose is to ensure all consumers discharged from acute Psychiatric Hospitals and are in need of residentially based treatment, receive the most appropriate care to promote hope and recovery. The program facilitates placement from hospitals to the most appropriate and least restrictive level of care for adults 18 to 59 years of age and coordinates with consumer and family, the regional clinic case manager, and the Public/Private Guardian. Other services include case management, financial benefits, research, and referral while the consumer is in a locked facility.

## **Long Term Care (LTC) Placement**

9890 County Farm Road  
Riverside, CA 92503  
Phone: (951) 358-6919  
Fax: (951) 358-7312

**Case Management**  
3625 14th Street  
Riverside, CA 92501  
Phone: (951) 955-1570  
Fax: (951) 955-1555

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## **Mental Health Court**

This program assists the court in providing appropriate assessment and placement of criminal defendants suffering from a mental illness. Mental Health Courts support and implement individualized treatment plans and case management. Services are delivered in an effective and safe manner with the objective of safeguarding the public and reducing recidivism.

3625 14th Street  
Riverside, CA 92501  
Phone: (951) 955-1560  
Fax: (951) 955-1550

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## **Older Adult Services**

The Older Adult Services program provides services to older adults, age 60 years and above. Services focus upon wellness, recovery, and resiliency. Older Adult Services provide assessment and treatment focused on consumer's recovery goals, assist with housing, provide medication services, evaluate placement needs, consult with primary care physicians, and link to health and other mental health specialty services. Peer and family support services are also available. Specialty Multidisciplinary Aggressive Response Team (SMART) provides outreach and engagement to the "at-risk" population for homelessness, institutionalization, and abuse, who, under ordinary circumstances, would not receive services.

### **Riverside Wellness & Recovery Clinic for Mature Adults**

2085 Rustin Avenue  
Riverside, CA 92507  
Phone: (951) 509-2400  
Fax: (951) 509-2405

### **Specialty Multidisciplinary Aggressive Response Team (SMART) Program - Western Region**

2085 Rustin Avenue  
Riverside, CA 92507  
Phone: (951) 509-2400  
Fax: (951) 509-2470

## **Pathways to Success Vocational Program**

The Pathways to Success Vocational Program is a co-op between Behavioral Health and the Department of Rehabilitation (DOR). Together, the goal is to assist individuals who have a mental health disability achieve their individual employment goals. Services provided include: vocational assessment; identify barriers to employment and assist individuals in overcoming those barriers; assist individuals in successfully re-entering the workforce and maintaining employment; and DOR may provide financial support for training programs such as college or vocational training depending on member's needs, wants, desires, abilities, and available funding to individuals who demonstrate a commitment to the program.

The goal of the Benefits Assistance Program is to assist adults with a serious mental illness who cannot maneuver through the Medi-Cal and Social Security process on their own. Services provided include: help determine if an individual meets criteria of the Social Security standards for disability and supplemental benefits; help determine if an individual meets the criteria for Medi-Cal benefits; assistance with the application process; complete and submit Social Security and Medi-Cal forms; evaluation of ability to participate in daily life activities; process requests for records; and filing for necessary SSA appeals.

769 Blaine Street  
Suite A  
Riverside, CA 92507  
Phone: (951) 358-5186  
Fax: (951) 358-5011

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## **Peer Support and Resource Center (PSRC)**

Riverside University Health System (RUHS) — Behavioral Health Peer Support and Resource Center (PSRC) offers a peer-operated program of integrated services to current or former adult and/or transitional aged youth consumers. Services include a Resource Center with information on housing options, employment opportunities, and educational opportunities. Educational programming is also offered with classes on five developmental tracks; Wellness, Personal Development, Employment Development, Change/Adaptability, and Community Reintegration. Monthly community activities are offered at little or no cost. Areas Served: Moreno Valley West to Corona.

2085 Rustin Avenue,  
Riverside, CA 92507  
Phone: (951) 955-9300

## **Riverside Family Wellness Center at Rustin**

Behavioral health services offered include Individual, Family, Group Therapy and Psychiatric Medication. Specialized Services include PCIT (parent-child interactive therapy), TF-CBT (Trauma Focused Cognitive Behavioral Therapy), MDFT (Multi-Dimensional Family Therapy), Eating Disorder Therapy, and services for dually diagnosed children on the autism spectrum.

2085 Rustin Avenue, Suite 2  
Riverside, CA 92507  
Phone: (951) 509-8200  
Fax: (951) 358-6622

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## **Riverside University Health System — Medical Center Inpatient Treatment Facility (ITF)**

ITF functions as the Psychiatric Department of Riverside County Regional Medical Center (RCRMC). The Inpatient Unit serves adults and adolescents, provides medication services, individual and group therapy in a structured, supervised setting, as well as discharge planning and coordination, placement services and referrals all geared to stabilize the individual for return to the community as soon as possible.

9990 County Farm Road, Suite 2  
Riverside, CA 92503  
Phone: (951) 358-4700

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## **Robert Presley Detention Center - Jail Services**

A mental health response team is available to address life threatening situations such as suicidal ideation or attempts in the jails. All referred individuals receive a mental health evaluation to determine the presence of a psychiatric problem and identify the services required. Medication services are provided as needed. Follow up mental health referrals for outpatient services are provided.

4000 Orange Street  
Riverside, CA 92501  
Phone: (951) 955-4545  
Fax: (951) 955-2138

## **Substance Abuse Prevention and Treatment Programs**

### **Impaired Driver Program (IDP)**

2085 Rustin Avenue  
Riverside, CA 92507  
Phone: (951) 778-3500  
Fax: (951) 274-9865

### **Riverside Substance Abuse and Prevention Clinic and MOMS Program**

2085 Rustin Avenue  
Riverside, CA 92507  
Phone: (951) 955-2105  
Fax: (951) 955-8060

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## **Substance Abuse Prevention and Treatment Programs**

### **Riverside Recovery Opportunity Center (ROC)**

2085 Rustin Avenue  
Riverside, CA 92507  
Phone: (951) 955-2123  
Fax: (951) 955-2426

### **Friday Night Live (FNL)**

3525 Presley Avenue  
Riverside, CA 92507  
Phone: (951) 782-5000  
Fax: (951) 682-3576

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### **“The Place” Safehaven Program**

“The Place” is a 24/7 drop-in center and “Safehaven” designed to engage the hardest to reach homeless person that has a diagnosis of mental illness. The program also provides on-site low demand permanent supportive housing for 25 adults. Program staff are trained to address the issues of service-resistant clients and can provide linkages to other services and programs. The facility provides food, showers, laundry, and fellowship with peer counselors along with linkages to a wide range of community resources. “The Place” is operated by Recovery Innovations of California Inc. under contract with Riverside University Health System — Behavioral Health.

2800 Hulen Place  
Riverside, CA 92507  
Phone: (951) 779-3057  
Fax: (951) 275-0296

## WESTERN REGION BEHAVIORAL HEALTH SERVICES

### **Western Region Multi-Dimensional Family Therapy Team (MDFT)**

Provides an evidenced-based approach to treatment of adolescents who have behavior and substance abuse disorders, and their families. Teams of Clinical Therapists and Behavioral Health Specialists provide intensive, community-based services; these include therapy for the adolescent and the adolescent's parent(s), the family, and case management.

#### **MDFT Expansion**

2085 Rustin Avenue  
Riverside, CA 92507  
Phone: (951) 358-3510  
Fax: (951) 358-5730

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### **Western Region Youth Hospitalized Intervention Program (YHIP)**

Youth Hospitalization Intervention Program (YHIP) is a time limited intensive program serving children that are at risk for psychiatric hospitalization. YHIP is a field base program that includes the following services: detailed risk and clinical assessment, development of treatment plans, provision of short term therapy, skills building and case management, referrals for therapeutic behavioral services, parenting education, and linkage to needed resources. The aim of YHIP is to provide short term therapy to stabilized youth coming out of hospitals and linking them to treatment in outpatient programs.

3125 Myers Street  
Riverside, CA 92503  
Phone: (951) 358-6220

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### **Wraparound Services**

Wraparound Programs are a family centered, individualized, community based, strength focused, needs driven collaborative approach to mental health treatment. A team of professionals including Clinical Therapists, Behavioral Health Specialists, and Parent Partners work together with Probation Officers, nurses, and community members to ensure that the family reaches their goals.

#### **Interagency Services for Families (ISF) Wraparound**

3125 Myers Street  
Riverside, CA 92503  
Phone: (951) 358-4850  
Fax: (951) 358-4852

# **ALPHABETICAL LISTING OF SERVICES**

**Alphabetical Listing of Services**

“The PATH” Safehaven Program ..... 37

“The Place” Safehaven Program ..... 61

Adult Services ..... 50

Art Works ..... 53

Assessment and Consultation Team (ACT)..... 50

Banning Behavioral Health Clinic..... 28

Behavioral Health Administration - Director’s Office..... 7

Behavioral Health Commission..... 7

Behavioral Health Supportive Services..... 13

Blaine Street Adult Behavioral Health Clinic ..... 54

Blythe Behavioral Health Clinic ..... 29

Blythe Jail - Jail Services ..... 29

Blythe Recovery Opportunity Center (ROC) ..... 23, 31

Blythe Substance Abuse Prevention and Treatment Clinic ..... 23, 30

California Work Opportunity and Responsibility to Kids (CaWORKS).....  
 ..... 28, 30, 31, 32, 33, 39, 40, 43, 52, 53, 55

CARES Line (Community Access, Referral, Evaluation & Support Line)..... 14

Children’s Services..... 50

Children’s Services Administration..... 7

Children’s Treatment Services (CTS) ..... 55

Cois Byrd Detention Center - Jail Services ..... 42

Community Outreach..... 22

Compliance Office ..... 7

Consumer Affairs..... 14

Corona Substance Abuse Prevention and Treatment Clinic..... 50

Corona Wellness and Recovery Center ..... 23, 50

Countrywide Children’s Mental Health Services ..... 28, 39, 50

Crisis Services: Riverside University Health System - Medical Center Emergency  
 Treatment Services (ETS)..... 54

Desert Adult Full Service Partnership - Windy Springs ..... 37

Desert Hot Springs Substance Abuse Prevention and Treatment Clinic..... 24

Desert Hot Springs Wellness and Recovery Clinic for Mature Adults..... 32

Desert Region Behavioral Health Services..... 27

Drinking Driver Program (DDP)..... 24, 35

Family Advocate Program Administration..... 15

Family Advocate Program - Desert Region..... 15

Family Advocate Program - Mid-County Region..... 15

Family Advocate Program - Western Region ..... 15

Family Advocate Program (FAP)..... 14

Family Preservation Court (FPC) ..... 19

# RIVERSIDE UNIVERSITY HEALTH SYSTEM – BEHAVIORAL HEALTH

Fiscal Services.....	8
Forensics Administration .....	8
Friday Night Live Program (FNL).....	22, 25, 61
Greater Avenues for Independence Program (GAIN) .....	28, 30, 31, 32, 33
Greater Avenues for Independence Program (GAIN) .....	39, 40, 43, 52, 53, 55
Grievance and Complaint Line .....	12
Hemet Behavioral Health Clinic.....	39
Hemet Substance Abuse Prevention and Treatment Clinic.....	40
Homeless Housing Opportunities, Partnerships & Education Program (HHOPE) .....	15
Impaired Driver Program (IDP).....	22, 25, 61
Indio Behavioral Health Clinic.....	33
Indio Jail Services.....	33, 34
Indio Multi-Dimensional Family Therapy (MDFT) .....	34
Indio Recovery Opportunity Center (ROC) .....	24, 35
Indio Substance Abuse Prevention and Treatment Clinic.....	24, 35
Indio Wraparound Program.....	34
Individual Prevention Services (IPS) .....	23
Intensive Outpatient: Non-Perinatal.....	19
Interagency Services for Families (ISF) Wraparound .....	62
Jefferson Wellness Center (JWC) .....	56
Juvenile Success Team (JUST).....	20
Lake Elsinore Adult Family Room .....	42
Lake Elsinore Children’s Mental Health Clinic.....	40
Lake Elsinore Multi-Dimensional Family Therapy Team (MDFT) .....	40, 41
Lake Elsinore Substance Abuse Prevention and Treatment Clinic .....	24
Lake Elsinore Wellness and Recovery Clinic for Mature Adults .....	41
Long Term Care (LTC) Placement.....	57, 58
Managed Care.....	8
MDFT Expansion .....	62
Mecca Satellite Office.....	36
Medication Assisted Treatment (MAT) .....	22
Mental Health Court .....	34, 42, 58
Mental Health Services Act (MHSA) Administration.....	8
Mental Health Urgent Care 24/7 Drop-In Locations .....	16
MHSA Cultural Competency.....	9
MHSA Innovation (INN) .....	9
MHSA Prevention and Early Intervention (PEI).....	9
MHSA Workforce Education and Training (WET).....	10
Mid-County Multi-Dimensional Family Therapy Team (MDFT) .....	43
Mid-County Region Behavioral Health Services.....	38
Mid-County Wraparound Program.....	41
MOMs Perinatal Program (Intensive Outpatient-Perinatal).....	19
Moreno Valley Children’s Interagency Program (MVCIP) .....	52

# RIVERSIDE UNIVERSITY HEALTH SYSTEM – BEHAVIORAL HEALTH

- Moreno Valley Substance Abuse Prevention and Treatment Clinic..... 25
- Older Adult Administration ..... 10
- Older Adult Services ..... 30, 45, 48
- Opioid Treatment Program (OTP)..... 22
- Outpatient Treatment Services ..... 19
- Palm Desert Substance Abuse Prevention and Treatment Clinic.....25, 36
- Parent Support & Training Program..... 16
- Parent-to-Parent Non-Crisis Telephone Support Line..... 16
- Pathways to Success Vocational Program ..... 46, 59
- Patient Accounts ..... 10
- Patient’s Rights ..... 17
- Peer Support & Resource Center (PSRC).....29, 30, 35, 36, 46, 59
- PEI Mobile Services ..... 51
- Perris Adult Family Room ..... 43
- Preschool 0-5 Programs ..... 51
- Prevention Services ..... 22
- Program Support Administration ..... 10
- Psychiatric Health Facility (PHF) Oasis Rehabilitation Center ..... 35
- Public Guardian Administration ..... 10
- Quality Improvement (QI) - Inpatient ..... 12
- Quality Improvement (QI) - Outpatient ..... 12
- Quality Management Administration..... 11
- Recovery Opportunity Center (ROC) ..... 20
- Recovery Services ..... 21
- Research and Evaluation ..... 12
- Residential Treatment Services ..... 21
- Riverside Recovery Opportunity Center (ROC) .....25, 61
- Riverside County Behavioral Health and Nutrition Services Center/ Desert Hot Springs Wellness & Recovery Center for Mature Adults..... 31
- Riverside Family Wellness Center at Rustin..... 59
- Riverside Substance Abuse Prevention and Treatment Clinic and MOMs Program .....25, 61
- Riverside University Health System - Medical Center Inpatient Treatment Facility (ITF) ..... 60
- Riverside Wellness & Recovery Clinic for Mature Adults ..... 58
- Robert Presley Detention Center - Jail Services ..... 60
- San Jacinto Substance Abuse Prevention and Treatment Clinic..... 26
- San Jacinto Wellness & Recovery Clinic for Mature Adults ..... 45
- School-Based IPS & Treatment ..... 21
- Set-4-School Prop 10/ First 5 Riverside ..... 51
- Smith Correctional Facility - Jail Services (Banning Jail) ..... 28

# RIVERSIDE UNIVERSITY HEALTH SYSTEM – BEHAVIORAL HEALTH

Southwest Recovery Opportunity Center (ROC) .....	26, 39
Specialty Multidisciplinary Aggressive Response Team (SMART) Program - Desert Region.....	32
Specialty Multi-Disciplinary Aggressive Response Team (SMART) Program - Mid-County Region .....	45
Specialty Multidisciplinary Aggressive Response Team (SMART) Program - Western Region.....	58
SU CARES.....	19
Substance Abuse Prevention and Treatment Program Administration .....	26
Substance Abuse Prevention and Treatment Program.....	18, 19, 31, 35, 39, 46, 50, 61
Substance Abuse Prevention and Treatment Program and Program Descriptions .....	19
TAY Drop-In Center - Desert Flow.....	36
TAY Drop-In Center - Stepping Stones .....	57
TAY Drop-In Center - The ARENA .....	44
Telecare Riverside Crisis Stabilization Services .....	33
Temecula Adult Behavioral Health Clinic .....	47
Temecula Children’s Mental Health Clinic.....	47
Temecula Substance Abuse Prevention and Treatment Clinic.....	26, 46
Temecula Wellness and Recovery for Mature Adults .....	48
The Journey TAY Program.....	57
Therapeutic & Residential Assessment & Consultation Team (TRAC).....	51, 52
Victor Community Support Services - Transitional Age Youth (TAY) Full Service Partnership .....	44
Western Region Behavioral Health Services .....	49
Western Region Youth Hospital Intervention Program (YHIP).....	62
Western Region Multi-Dimensional Family Therapy Team (MDFT).....	62
Withdrawal Management Services .....	21
Wraparound Services.....	62
Youth and Family Community Services .....	51





## INFORMATION AND REFERRALS

National Suicide Prevention Lifeline is a free, 24/7 service that can provide suicidal persons or those around them with support, information and local resources. Call: (800) 273-TALK or (800) 273-8255

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HELPLine is free, confidential crisis/suicide intervention service. Operated by highly trained volunteers, the line is open 24 hours a day, seven days a week. Call: (951) 686-HELP or (951) 686-4357

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2-1-1 is a toll-free number that provides information and referrals for health and social services in Riverside County. Call: 2-1-1

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CARES Line (Community Access, Referral, Evaluation and Support line) is a County toll-free information line providing consumers with information and referrals for behavioral health and substance abuse and prevention services. Call: (800) 499-3008

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Riverside University Health System — Behavioral Health  
[www.rcdmh.org](http://www.rcdmh.org)

Network of Care  
[www.riverside.networkofcare.org](http://www.riverside.networkofcare.org)