



Calming the Chaos of Mental Health Care Together

June 2024 Business Review





We are the hub to all mental and social health supports for communities. We **connect agencies, departments, services, and residents** to the support they need and navigate the associated chaos of eligibility and availability.



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

- All city departments
- Mayor and City Council
- Homeless intervention teams
- Employees and HR
- First responders - Fire & Police
- Community Policing Team (CPT)
- Community Behavioral Health Assessment Team (CBAT)
- Project TOUCH
- CityNet
- Murrieta School District
- Hospitals
- County resources

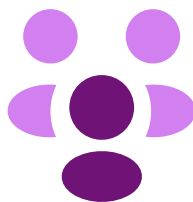
Services & Impacts



879
Service requests



434
Care Matches



4,548
Communications



3,858
Provider contacts



2.31 days
Time to match



96%
Matches to care



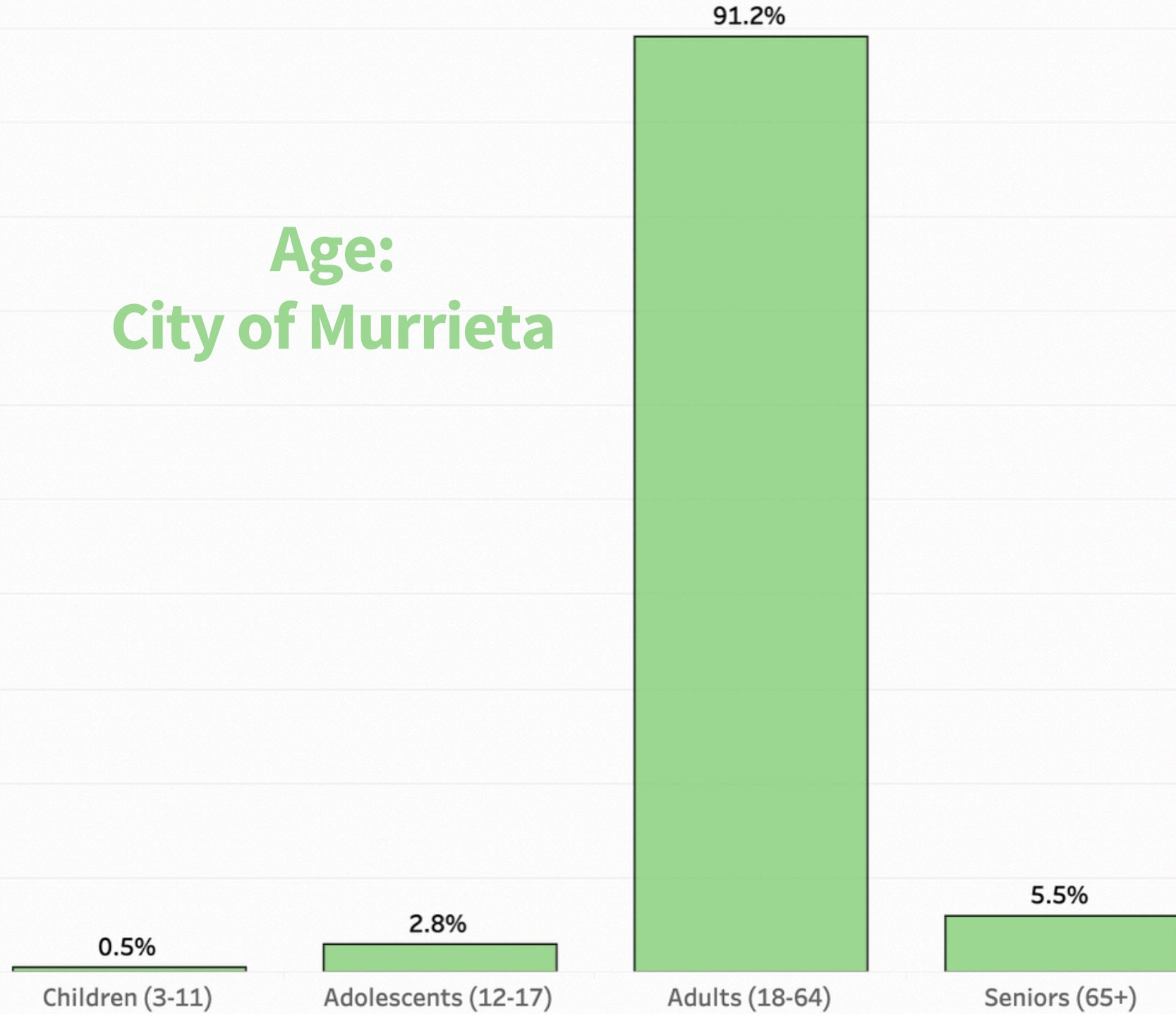
9.58 days
Time to appointment
(This is client dependent)

% of requests by zip code

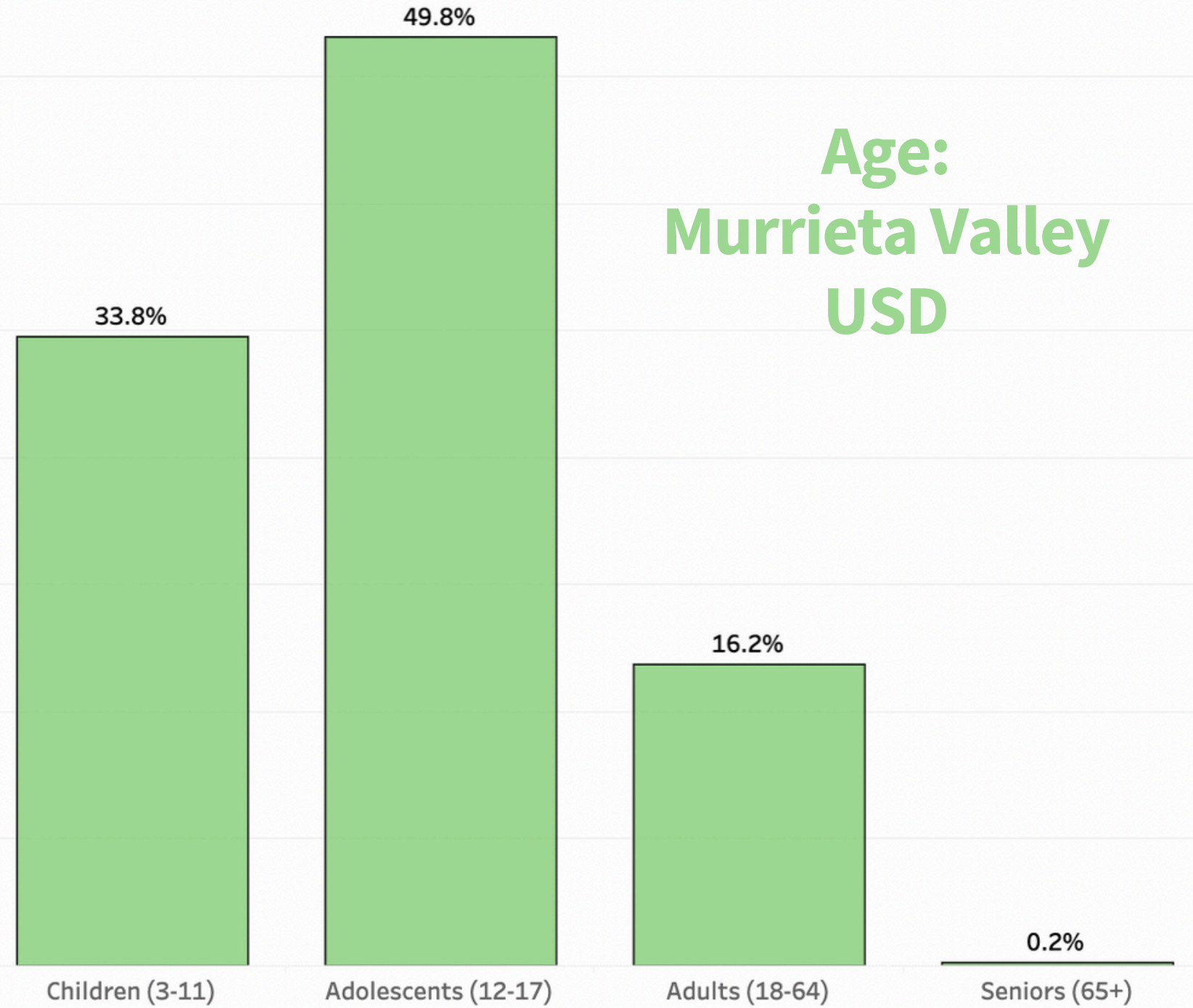


Demographics Served: Age

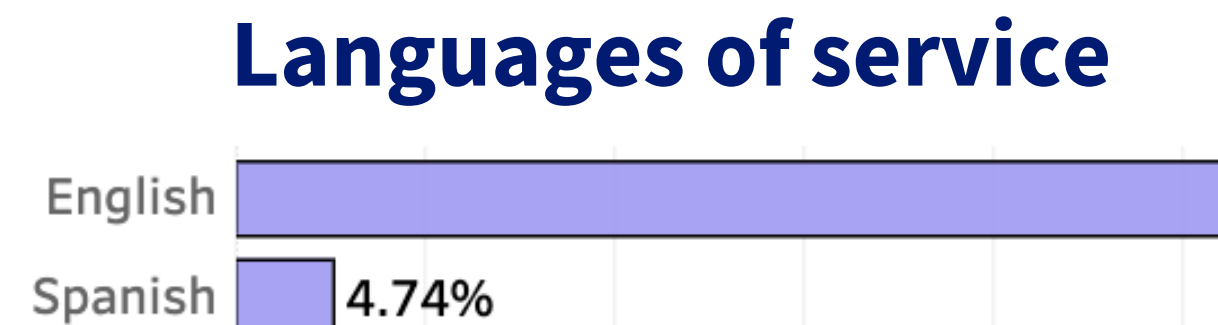
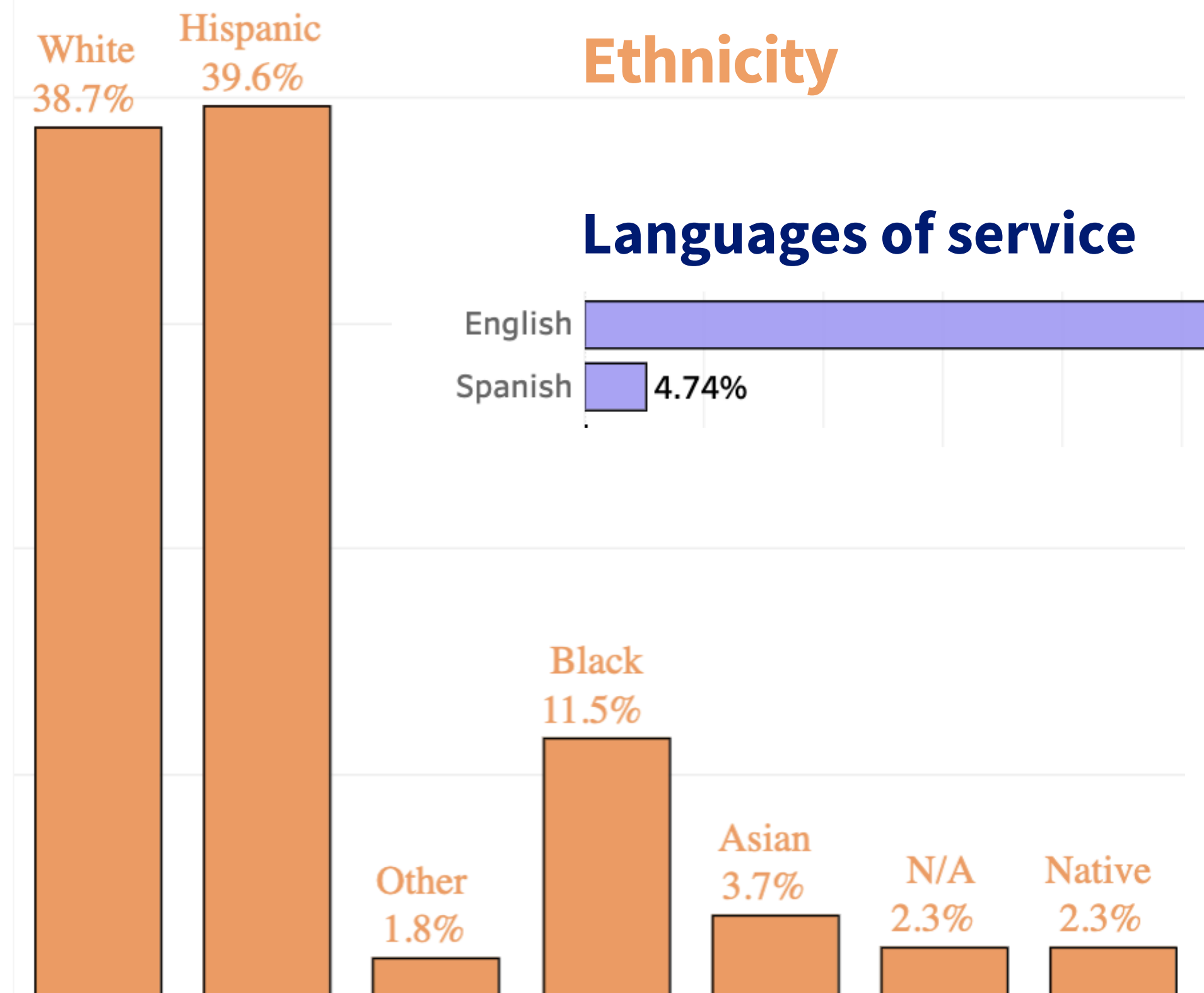
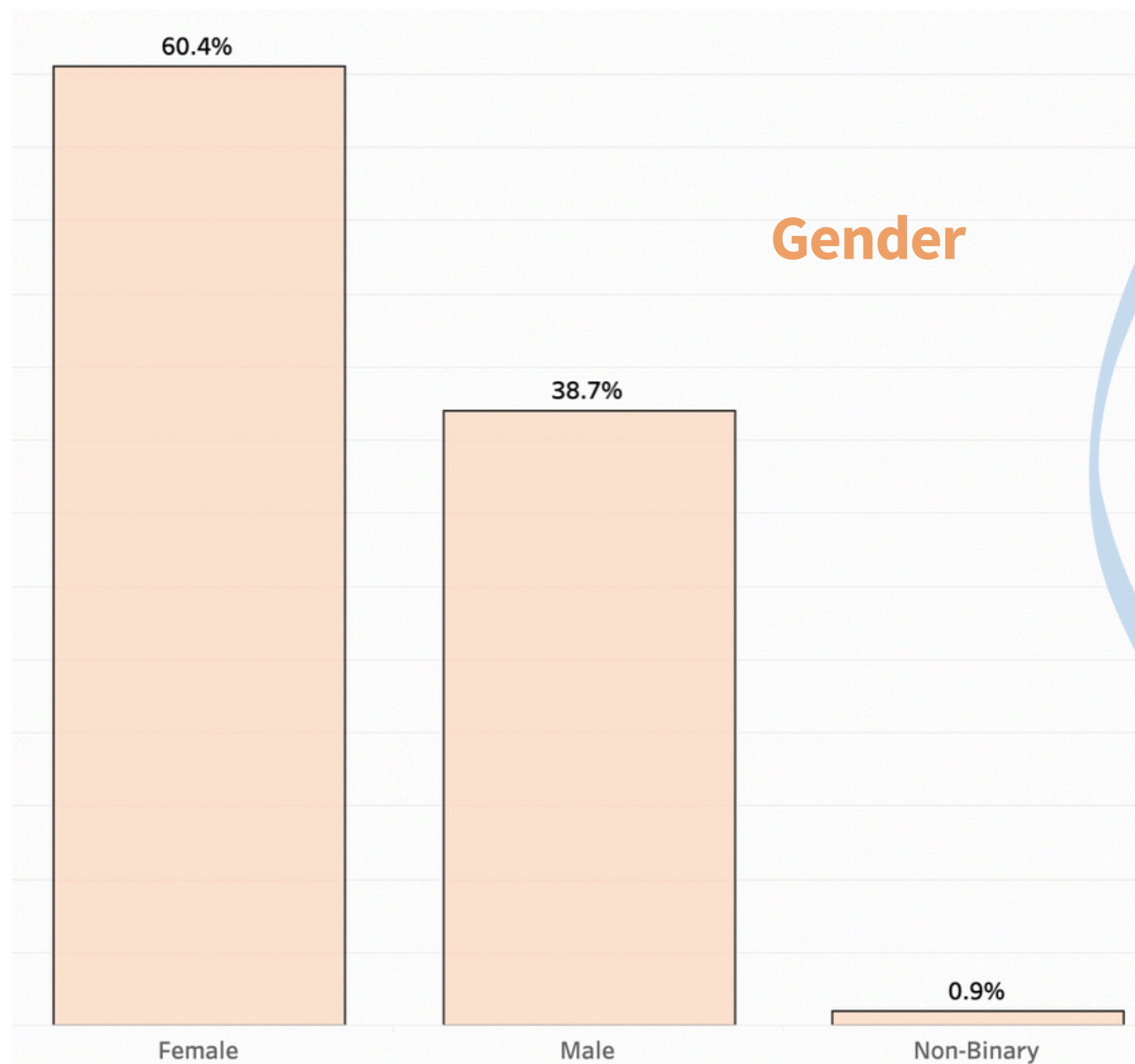
Age:
City of Murrieta



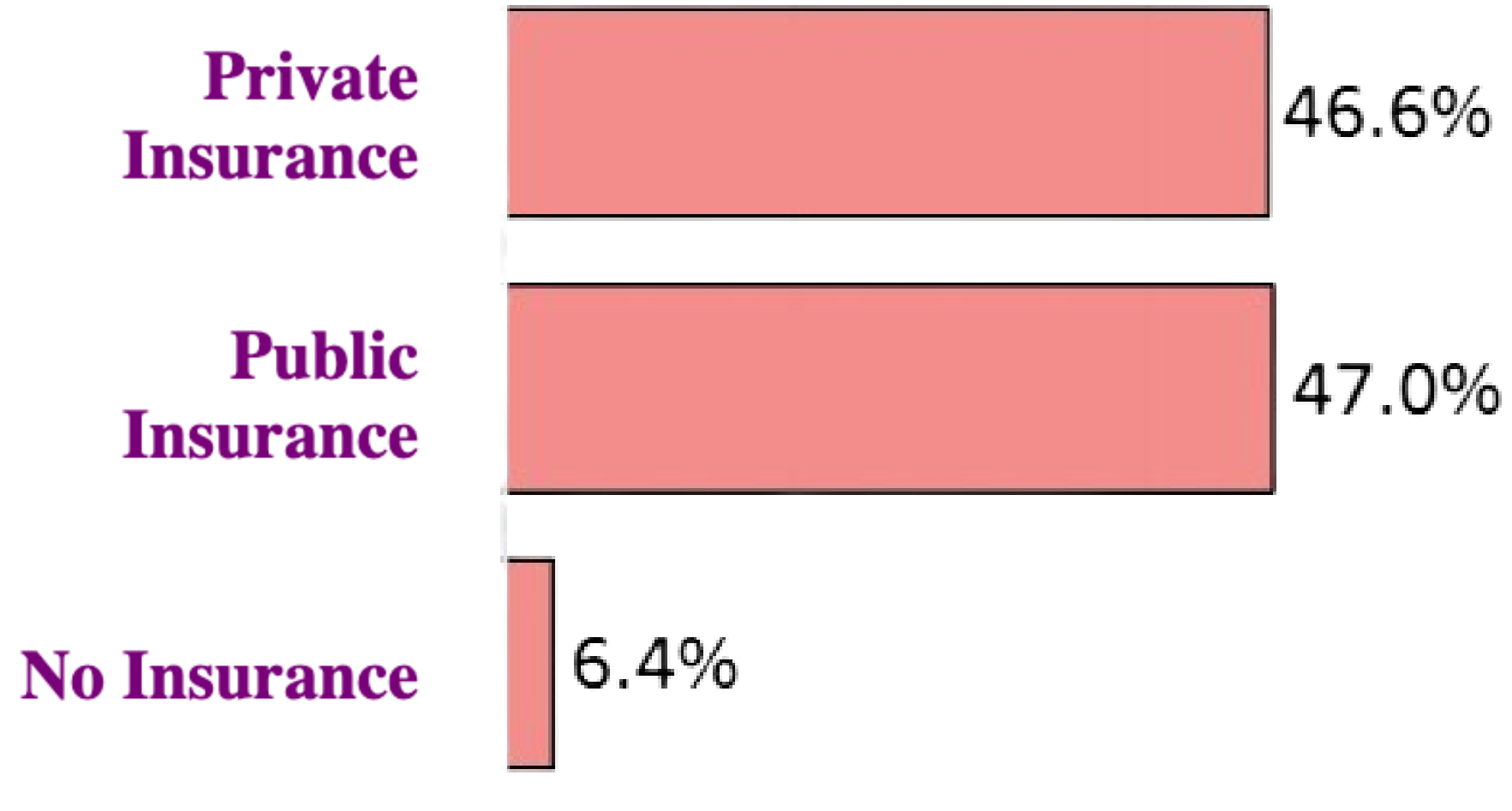
Age:
Murrieta Valley
USD



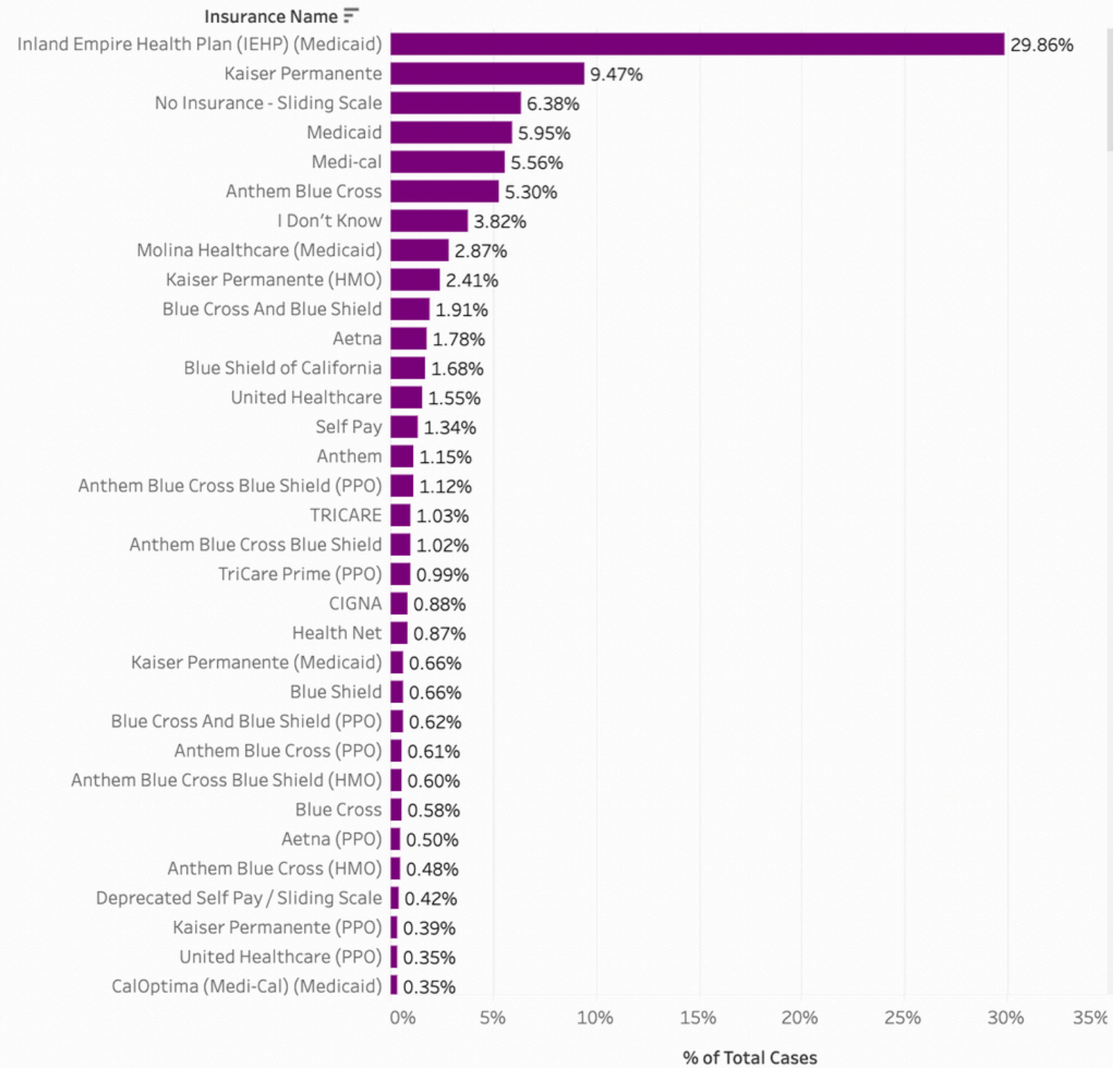
Demographics Served: Gender, Ethnicity & Language



Insurance Types

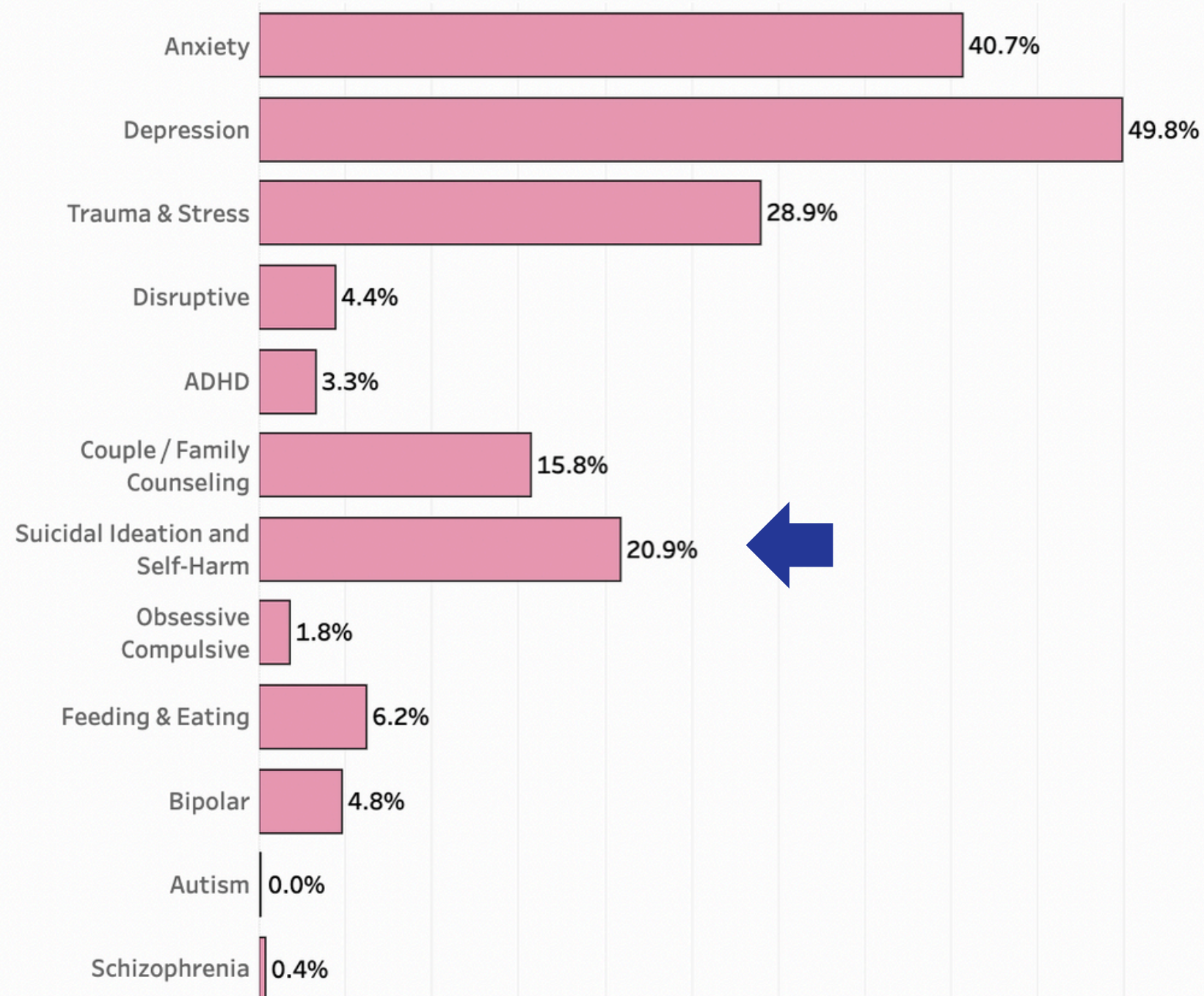


Percentage of Cases by Insurance Name

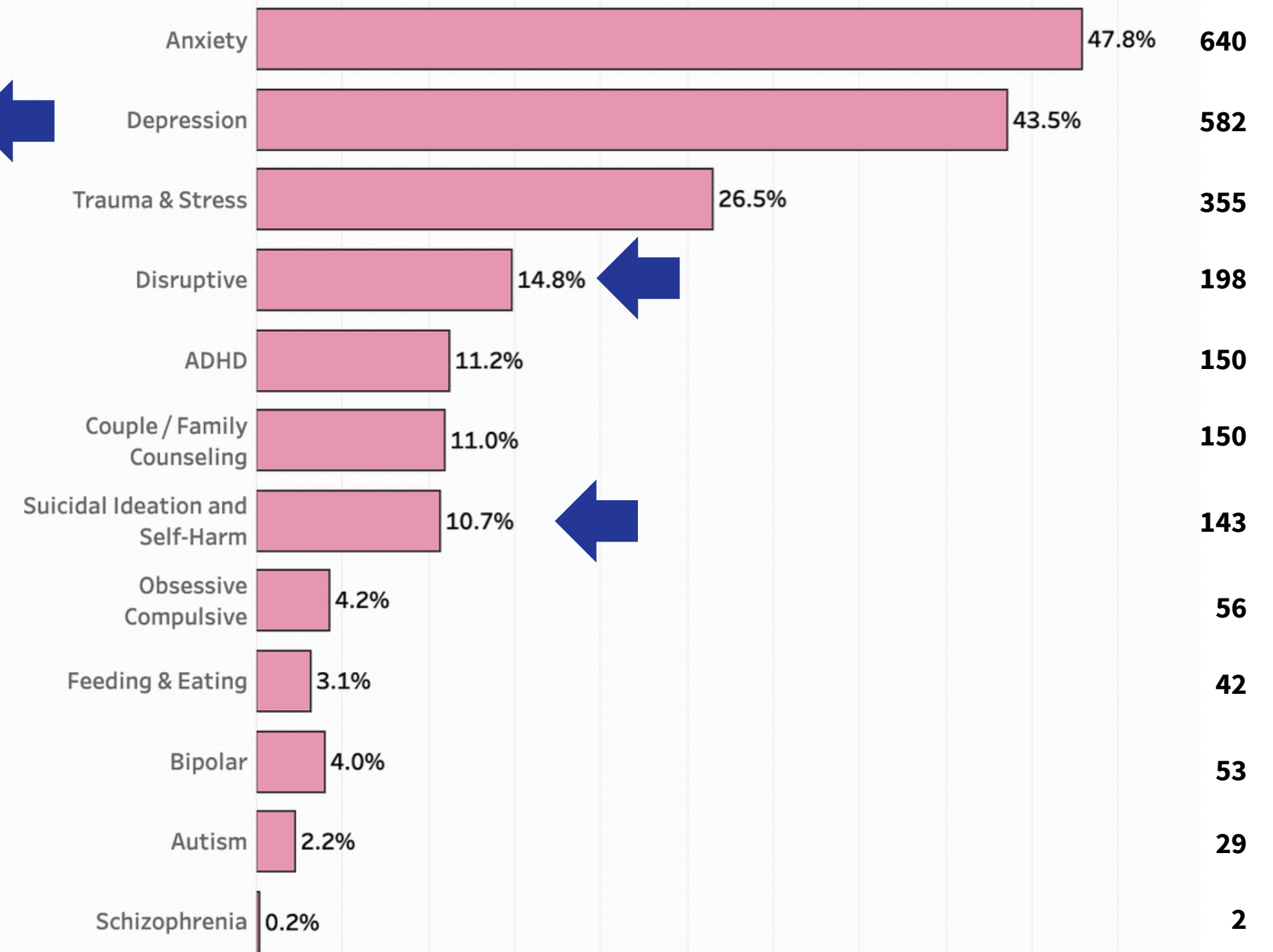


DSM Category Observations

City of Murrieta



Murrieta Valley USD

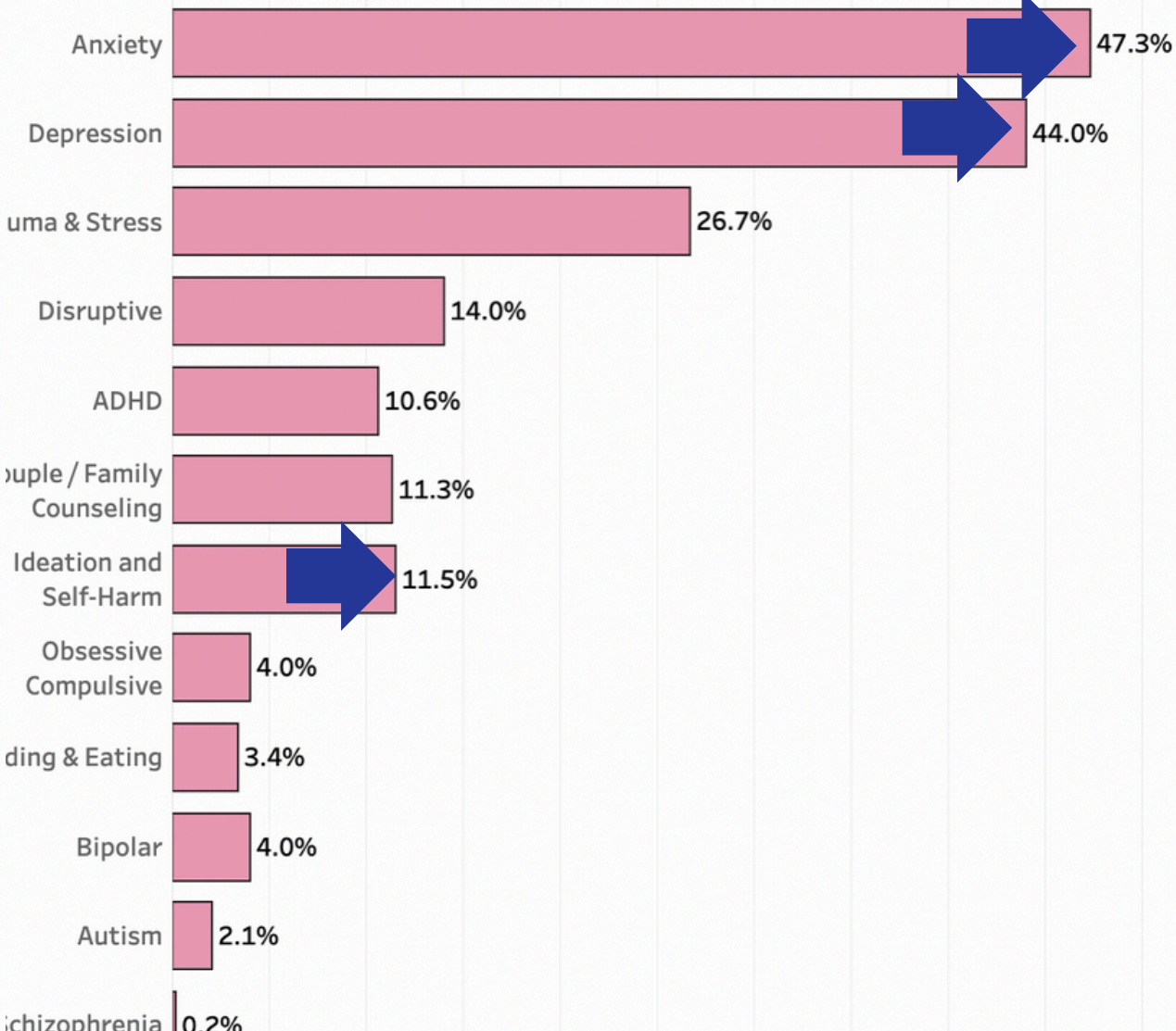
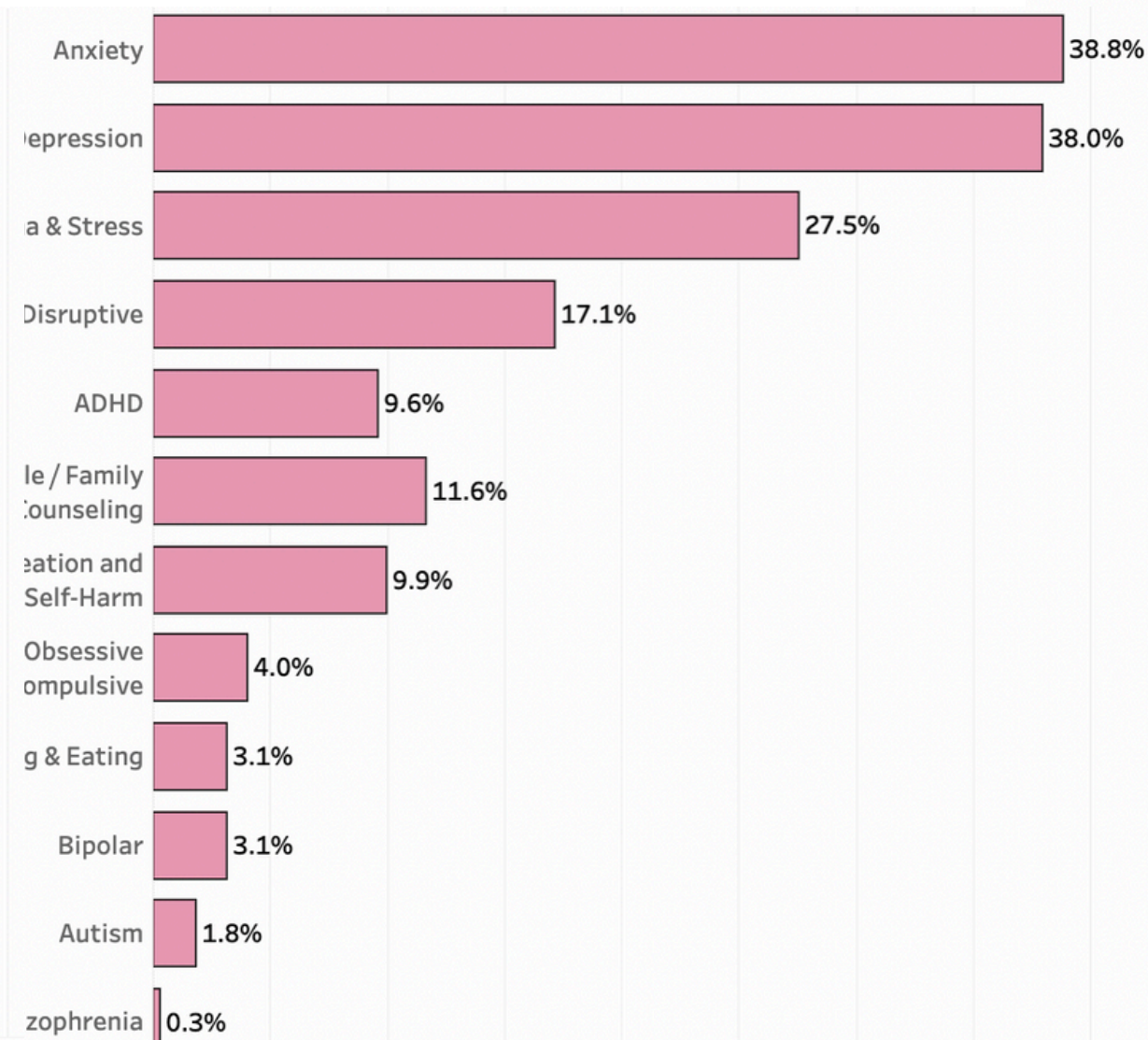
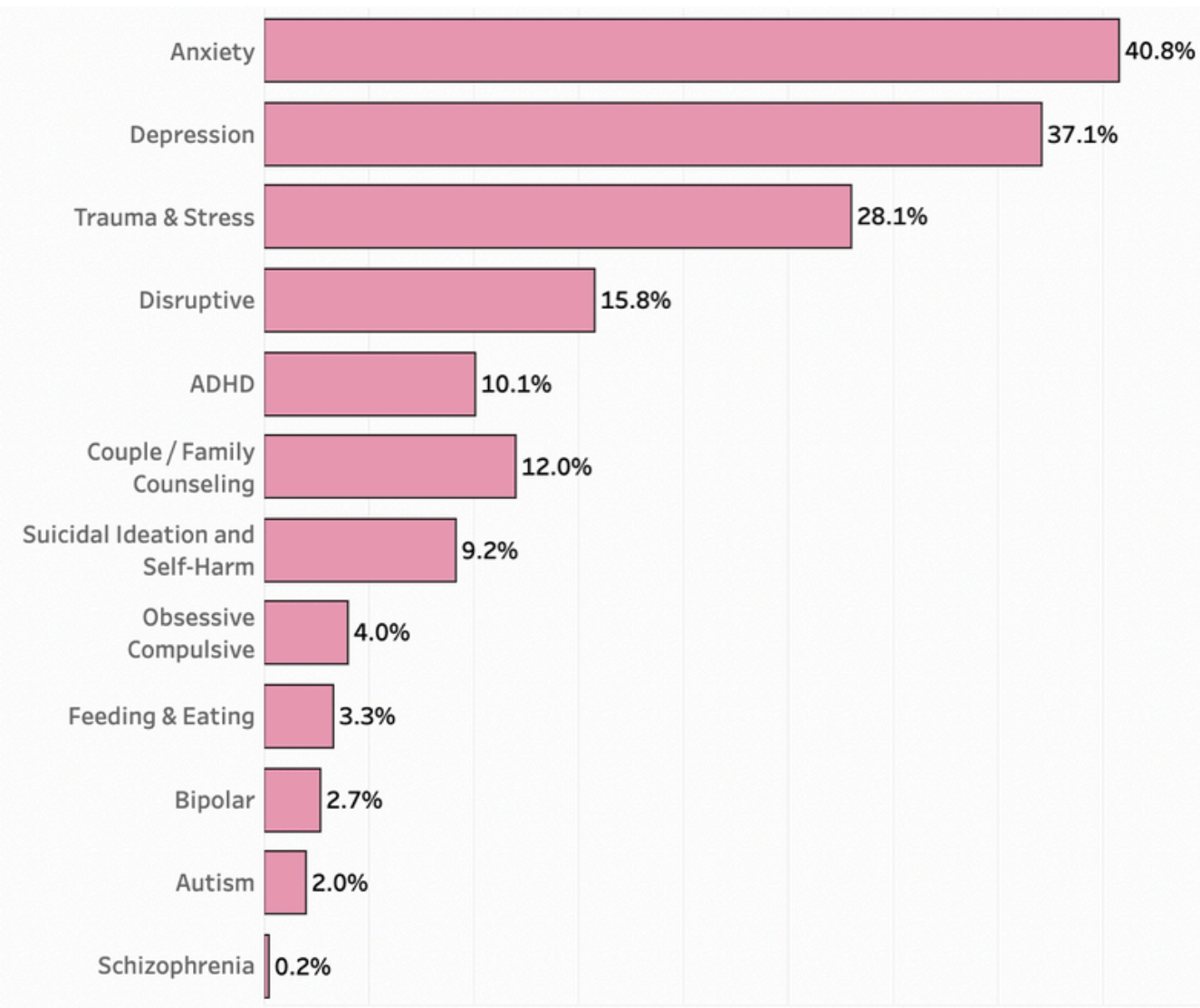


DSM Category by State, County & City

California

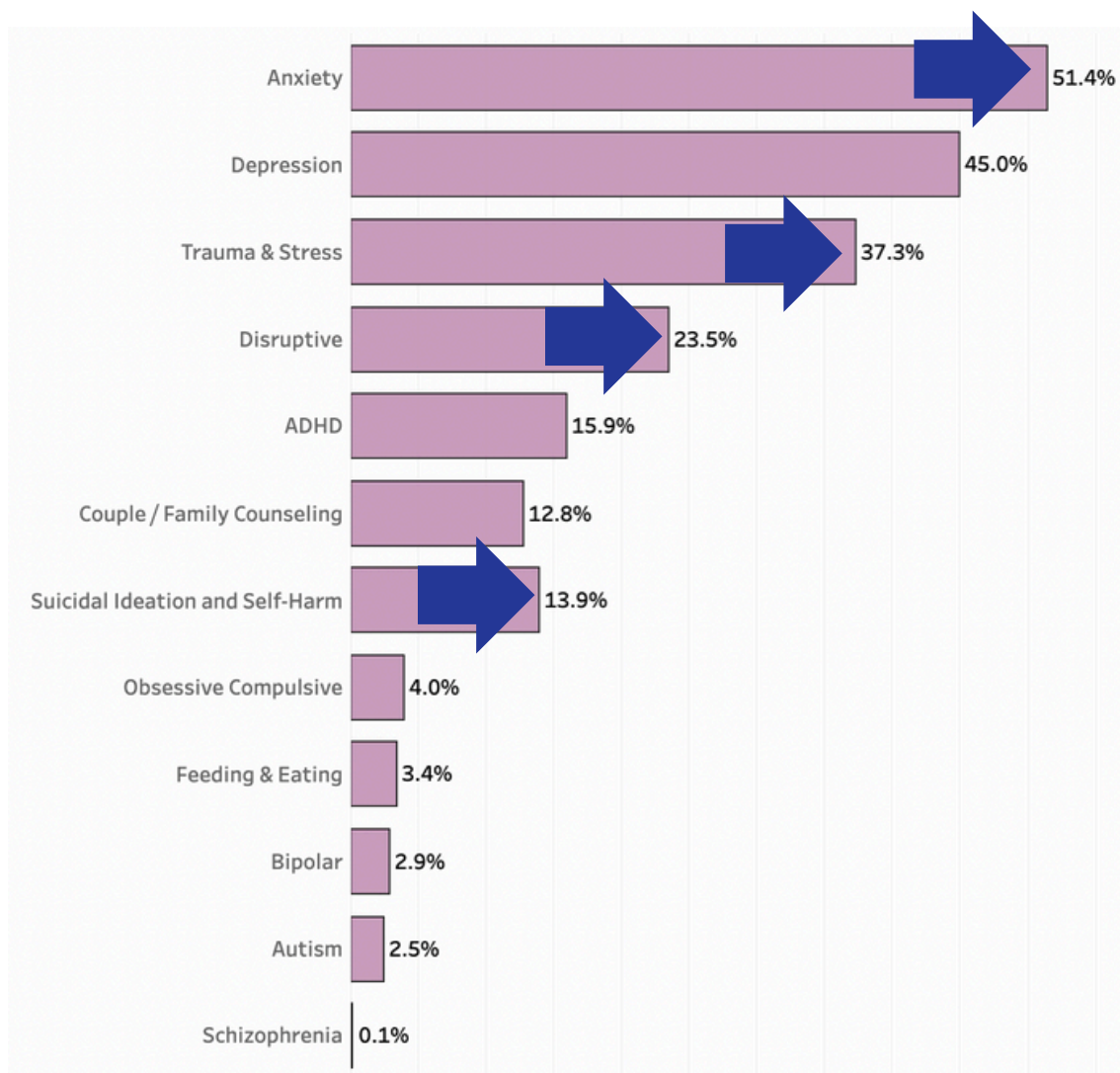
Riverside County

Murrieta



DSM Category by Age

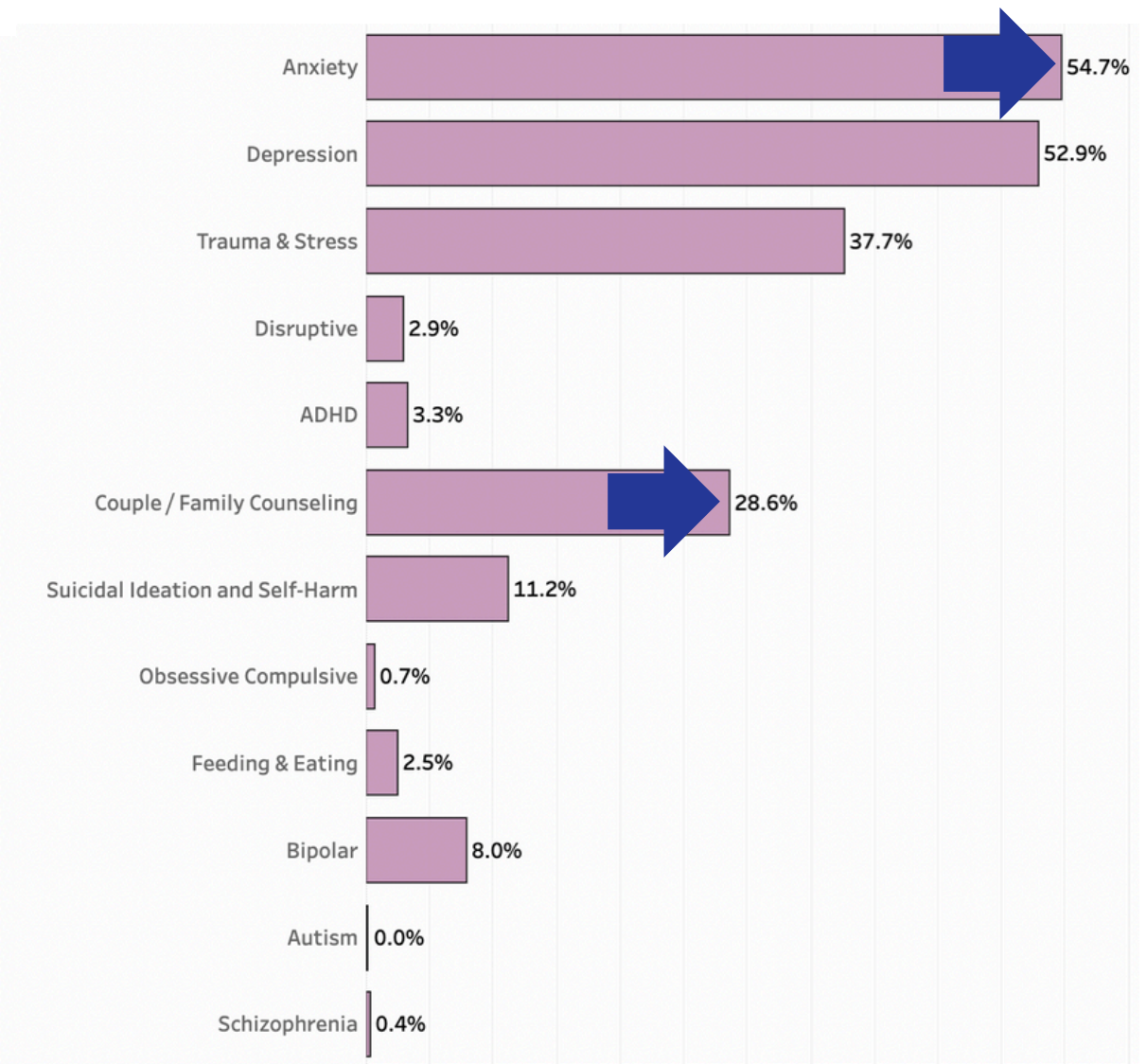
6-17



18-25

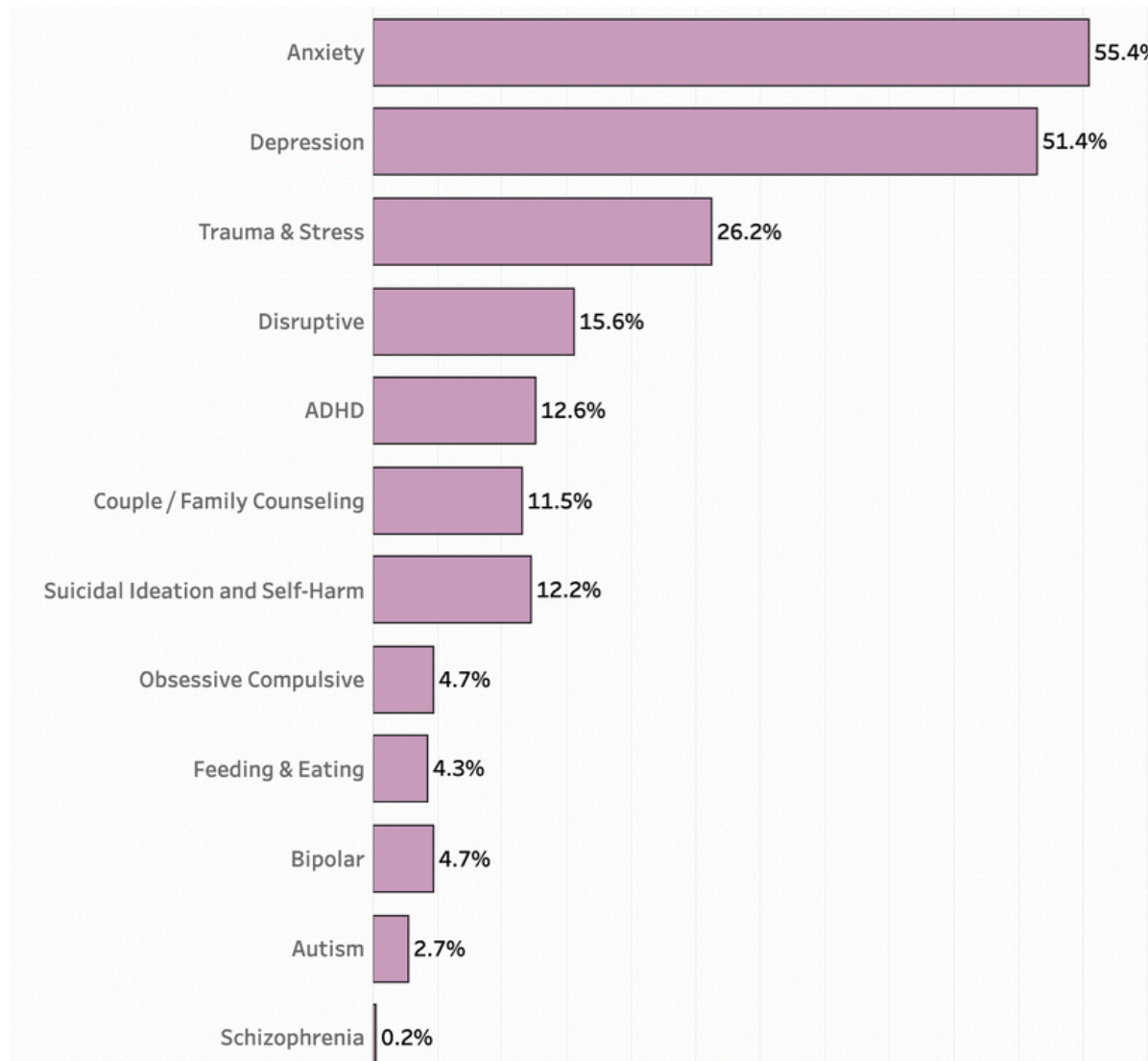


26-59

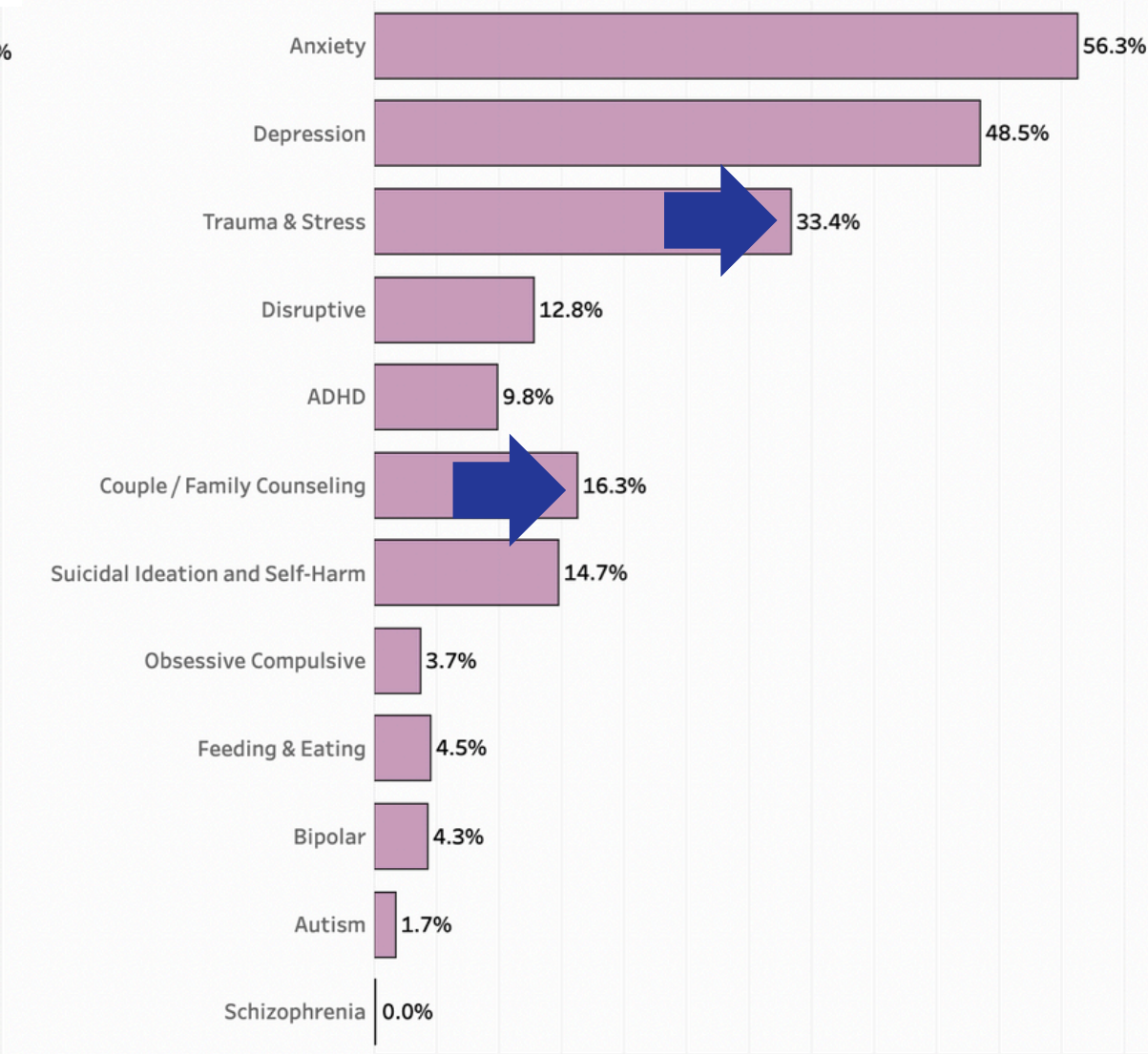


DSM Category by Ethnicity

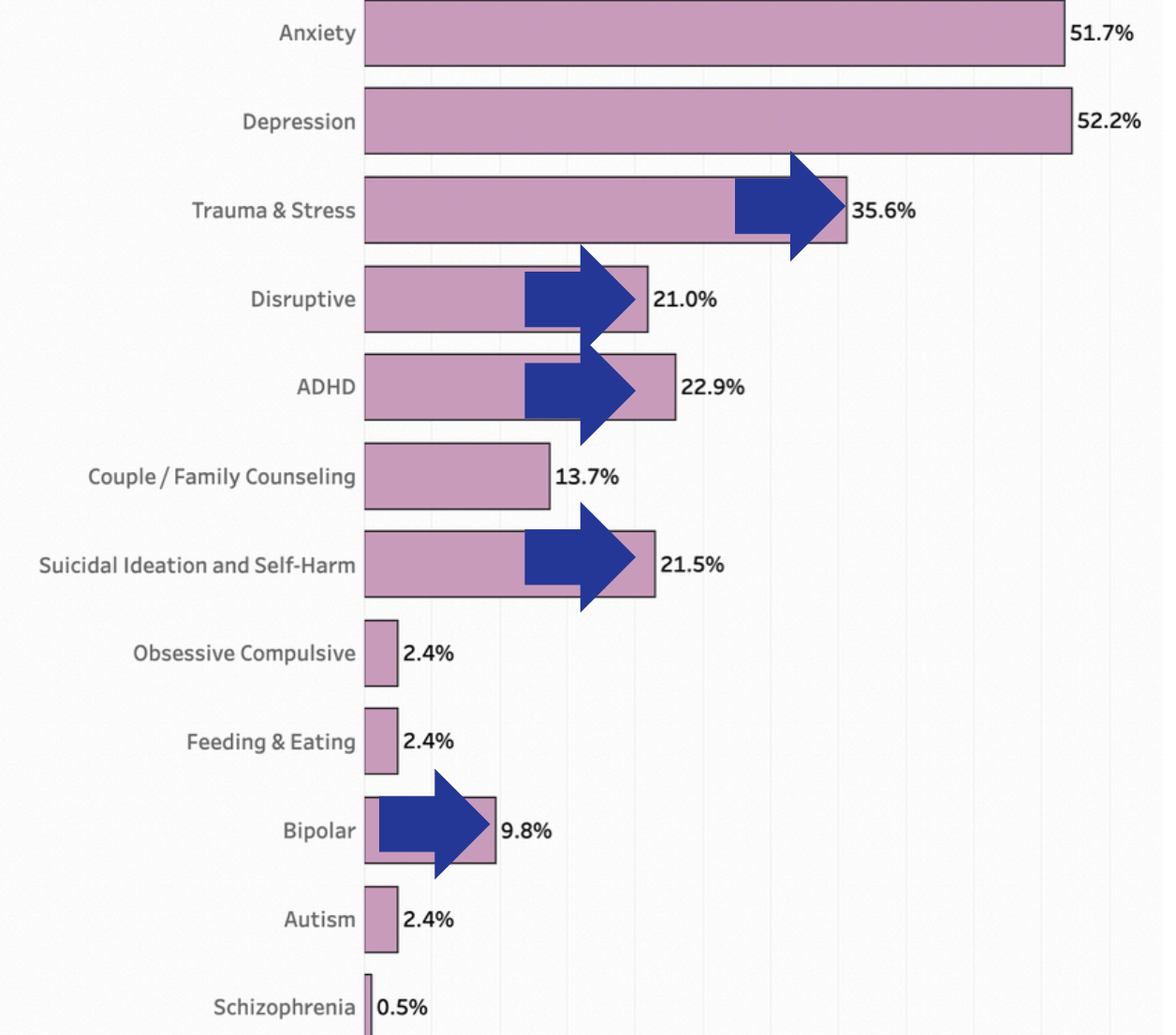
White



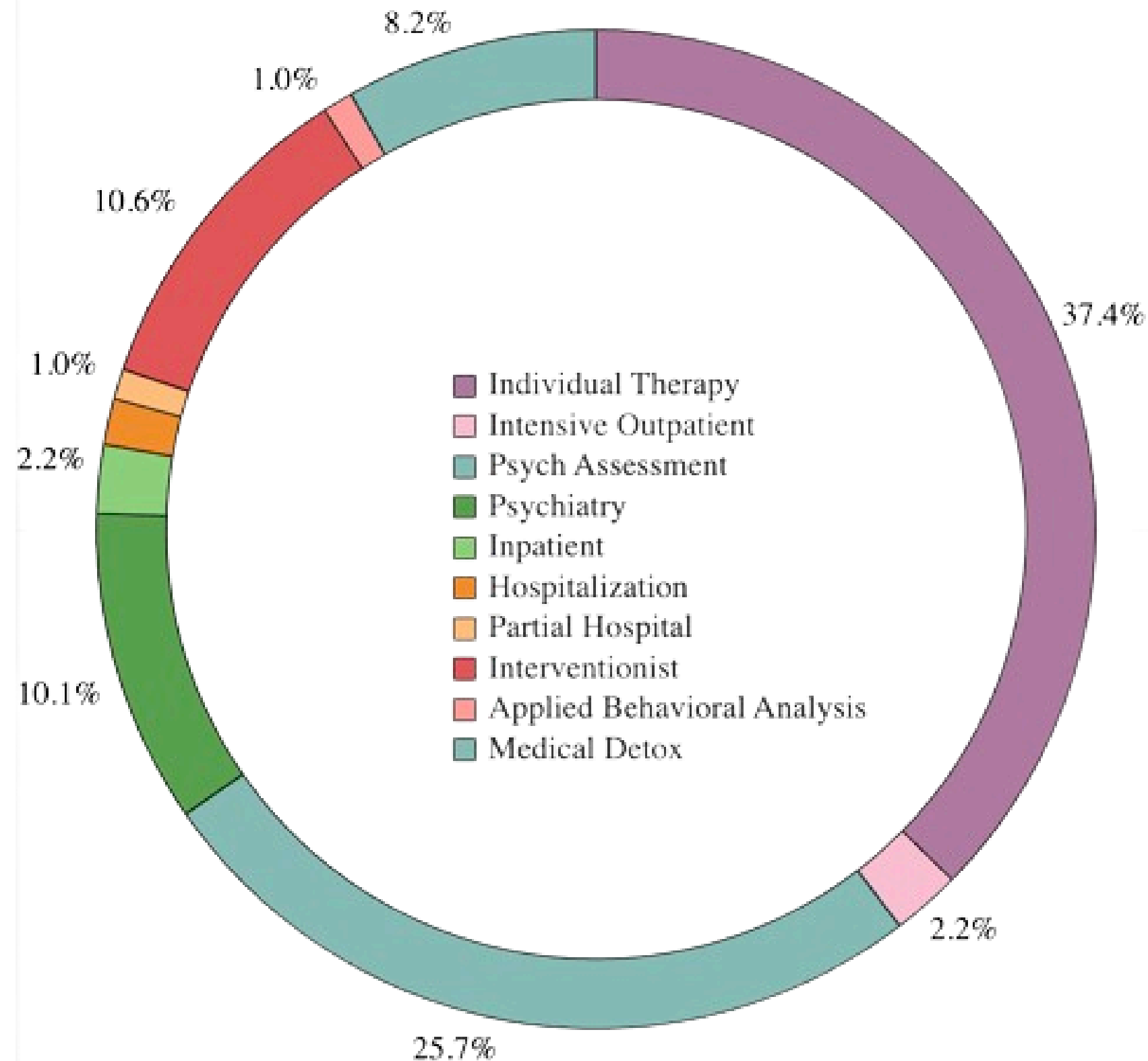
Hispanic



Black



Treatment Type Observations



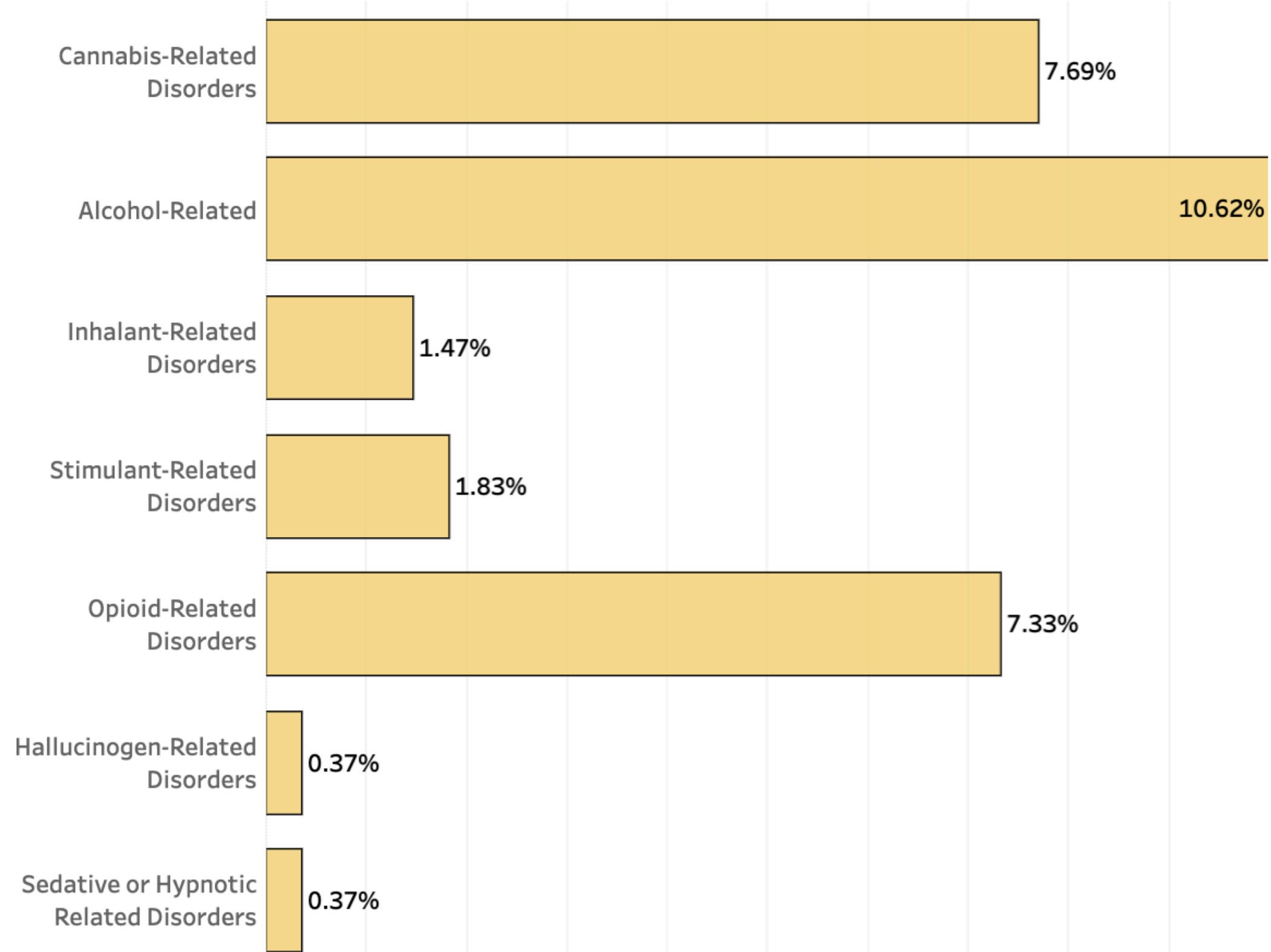
Observations in the data

- **35.6% advanced pathways**
- **25.7% assessments**
- **22.2% meds and beds**

Impacts

- **Assessment: 344**
- **Therapy: 501 (39.8% in person, 60.2% telehealth)**
- **Interventions: 142**
- **Psychiatry: 135**
- **Inpatient: 149**
- **Outpatient: 29**
- **Suicidal ideation: 151**

Substance Abuse Categories



Continue to Maximize Our Partnership



Promote Care Solace

Share the partnership on all platforms. Use flyers, videos and social media resources provided.

Targeted Messages

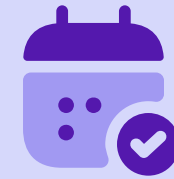
The majority of people using Care Solace have no insurance or public insurance. Targeting the most vulnerable to help even more is an idea.



Work with Insurance and Healthcare Plans

Meet with the County to share date

Meet with other cities to collaborate.



Stay Up to Date

Check your email for our monthly newsletters to stay up to date and to participate in events and Webinars



Data Support

Data can assist with any messaging or interactions the city may want to take.

Thank you!

Anita Ward

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