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Calming the Chaos of Mental Health Care

The City of Coachella mental health challenges

Coachella is young and overwhelmingly Latino (~97% Hispanic/Latino, ~45,400 residents, ~25% under 18).

Stigma, language, cost, and provider shortages are repeatedly cited as barriers.

Mental health issues are common in Coachella / Coachella Valley

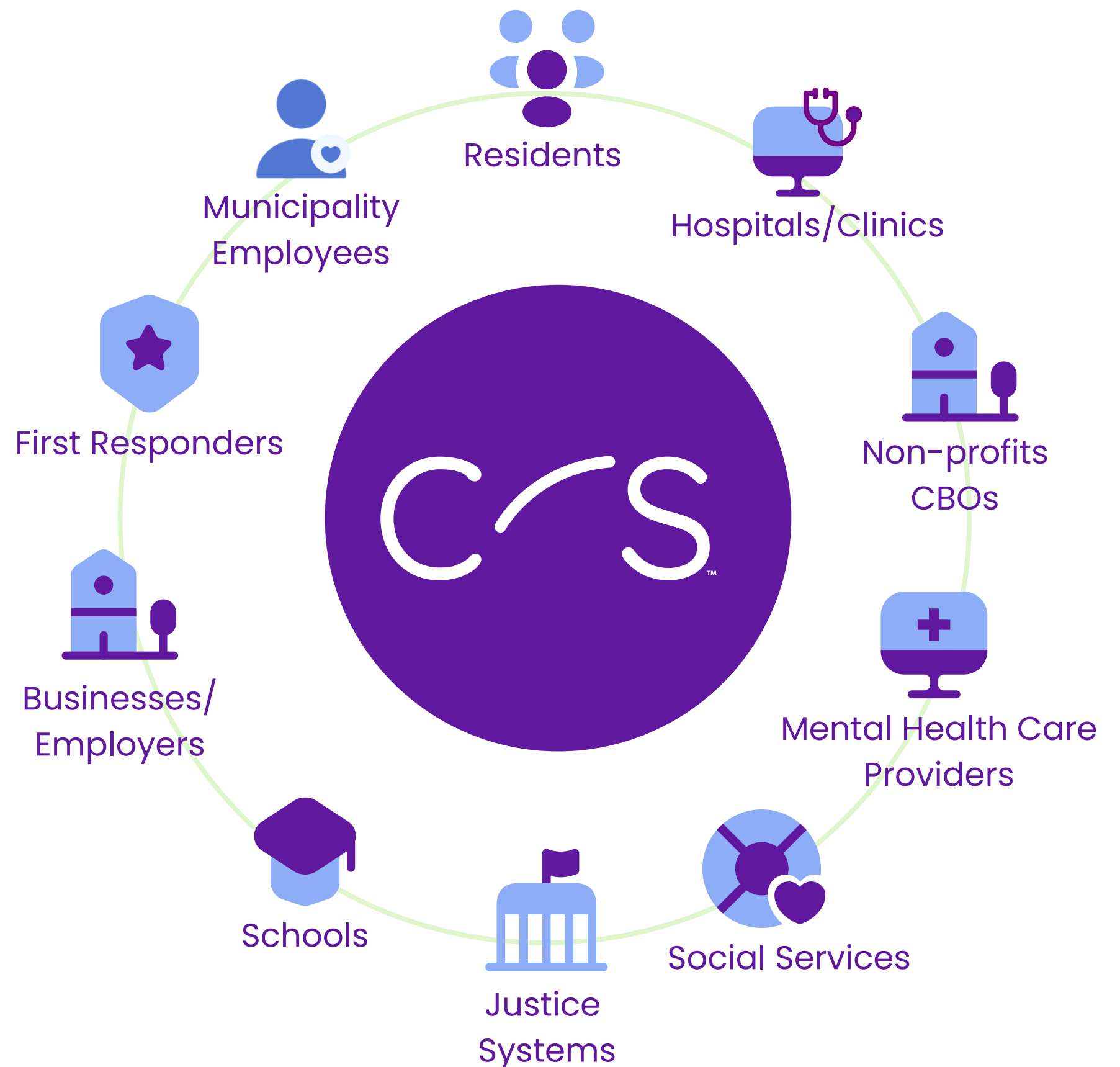
- About **26% of Coachella Valley adults** have been diagnosed with one or more mental health disorders (2025 HARC survey).
- **Treatment access is a major gap.** In 2025, more than **26,000 Coachella Valley adults needed mental health care in the past year and could not get it** – reported barriers (**cost, complexities, insurance, waitlists, few providers, transportation**).
- **Youth rates are high.** About **one in five Coachella Valley children have been diagnosed with a mental health condition** (2025). Data gathered from the Coachella Valley Unified School District (CVUSD) reveals specific youth mental health challenges:
 - **Chronic Sadness/Hopelessness:** Around **31% of middle and high school students** in CVUSD reported experiencing chronic feelings of sadness or hopelessness in the past 12 months.
 - **Suicidal Ideation:** Approximately **14% of local middle/high school students** reported seriously considering suicide in the past year.
 - **Bullying/Harassment:** About **26% reported experiencing harassment or bullying** on school grounds

Coachella Valley Community Health Needs Assessment (CHNA): Health Assessment and Research for Communities (HARC) conducts triennial community health surveys across the Coachella Valley. Findings for Eastern Coachella Valley (including Coachella):

- **Geographic & Economic Disparities: Low-income, geographically isolated communities** in the East Valley face higher rates of being **under-insured or uninsured**, directly creating barriers to mental healthcare.
- **Provider Shortages:** Over **86% of hospital beds and a overwhelming majority of specialty providers (including psychiatry) are located in the Western Valley** (Palm Springs/Rancho Mirage), forcing East Valley residents to travel or face long waitlists.
- **Language Barriers:** Over **50% of residents identify as Hispanic/Latino** and **~40% prefer speaking Spanish** at home, highlighting a critical need for bilingual mental health providers.

Care Solace proposes to assist the City of Coachella by providing its residents with a streamlined, confidential, and free pathway to mental health and substance use care. The service acts as a care coordination platform - a hub - that connects people to vetted, local mental health and social services providers.

- **Connecting Residents to Providers:** Care Solace has a large curated network of mental health care and substance use treatment providers.
- **Personalized Assistance:** Care Solace offers a 24/7/365 service through a Care Companion team that offer services in **more than 200 languages**.
- **Addressing Barriers to Care:** The service is designed to remove common obstacles to seeking mental health support, even insurance.
- **Support for the Whole Community**
- **Confidentiality:** Users can access an anonymous self-service tool to search for providers on their own.



Care Solace makes it easy to access care



Care Match Self-Serve Tool



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

Scan QR Code



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

Call a Care Companion



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

HOW CARE SOLACE COULD SUPPORT COACHELLA, CA:

Bridging the Gap in Mental Health Care

1. UNDERSTANDING COACHELLA'S MENTAL HEALTH LANDSCAPE

THE NEED: Current Gaps



Adult mental illness is common: About 26% of Coachella Valley adults (2025 HARC survey).



Treatment Access Gap: Over 26,000 adults could not get mental health care (2025 HARC survey).



Community Demographic: ~97% Hispanic/Latino with language barriers as a cited issue.



Financial Barriers: Cost and being uninsured limit affordable care



SYSTEM IS COMPLEX: Navigational Challenges: Stigma and complexity make care difficult to find.

CURRENT RESOURCES
(Overwhelmed)



Local Clinics



Non-Profits



School Programs



First Respondors

STRATEGIC IMPACTS



REDUCED POLICE CALLS: Fewer mental health crises in community



FASTER CARE ACCESS: Cuts through waitlists



IMPROVED OUTCOMES: Consistent treatment



STRENGTHENED COMMUNITY: Stigma, language, cost, and provider barriers (CVUSD & HARC data).

2. CARE SOLACE: A TAILORED SOLUTION



Care Solace

THE SOLUTION: Integrated Support



CARE COMPANION

24/7 LIVE SUPPORT: Personal 'Care Companions' to guide



MULTILINGUAL NAVIGATORS: 200+ Languages, including Spanish



APPOINTMENT SCHEDULING: Vetted referrals, not just lists



VETTED PROVIDER NETWORK: Local options, including Medi-Cal, private, sliding scale



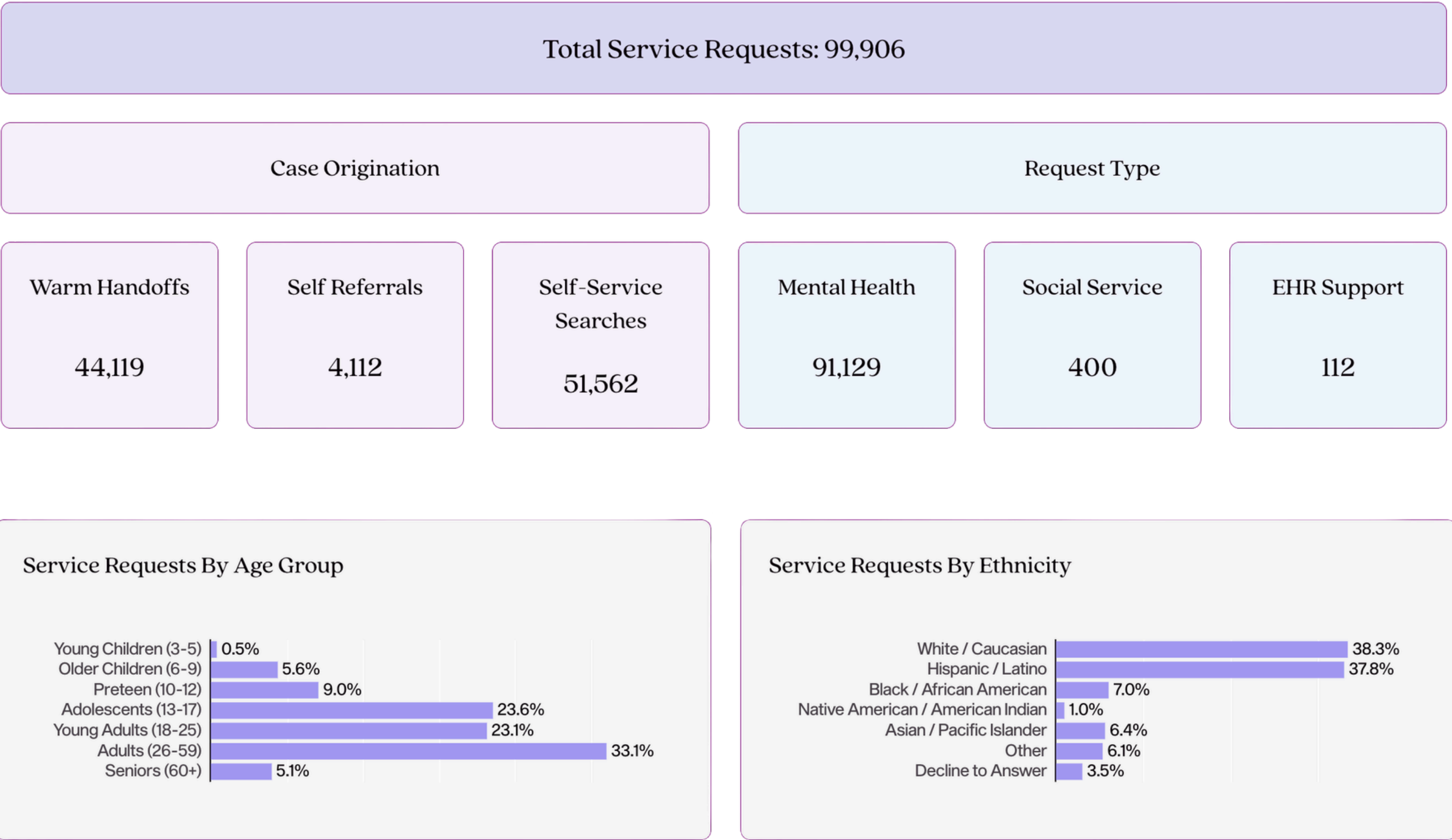
WHOLE-PERSON CARE: Connects to Social Determinants (Food, Housing)

Coachella Residents

FOR CITY OFFICIALS & RESIDENTS

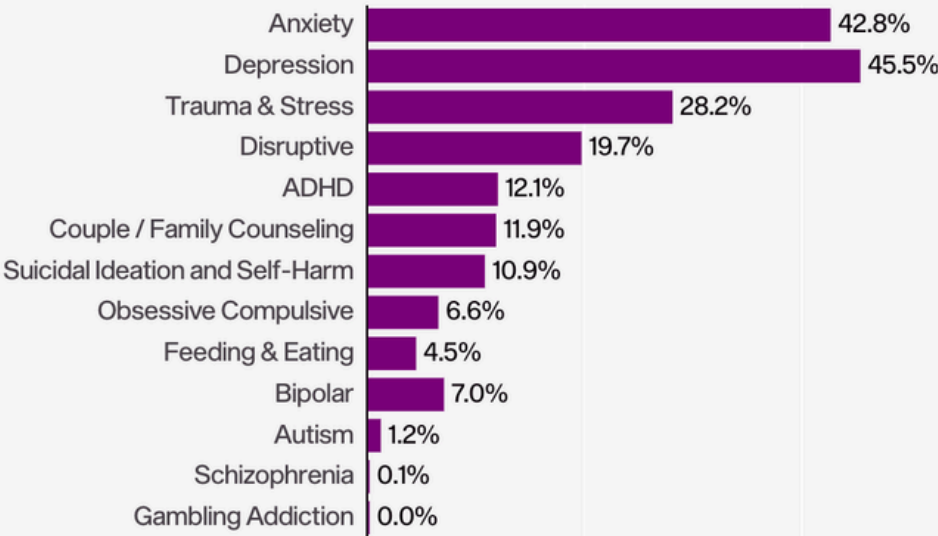
Riverside County and Care Solace

Other Riverside County cities: Beaumont, Murrieta, Temecula

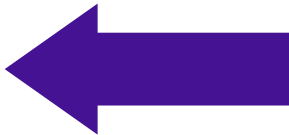
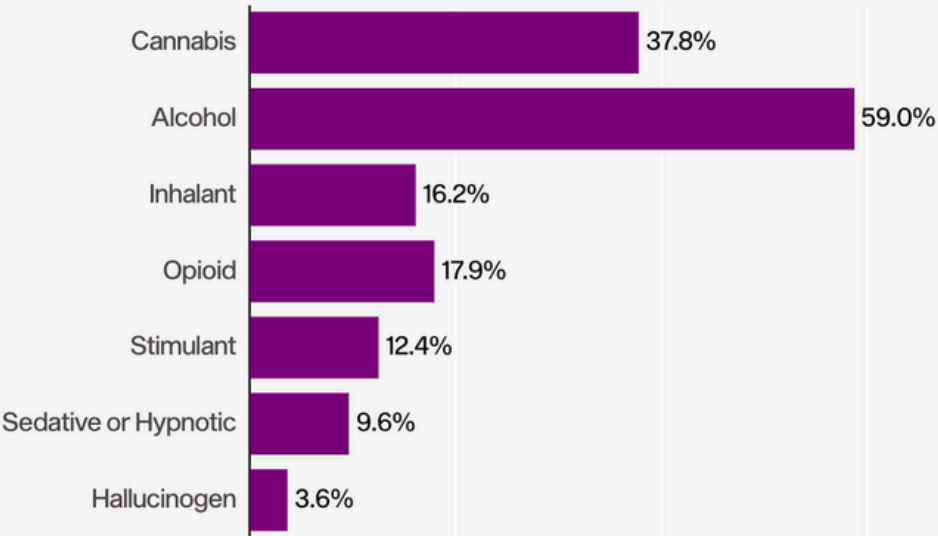


Riverside County Presenting Needs

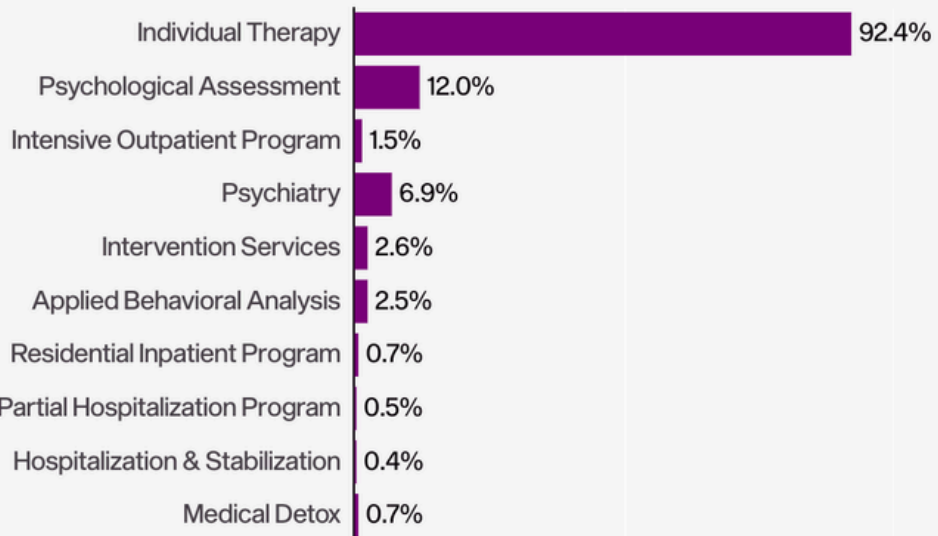
Percent Of Service Requests by DSM Category



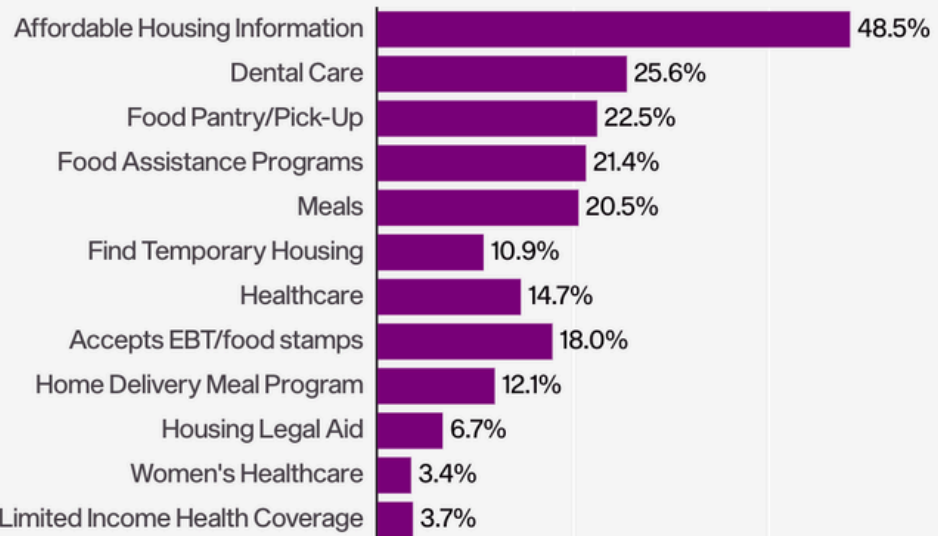
Percent Of Service Requests by Substance Abuse Category



Percent Of Service Requests by Treatment Type



Percent Of Service Requests by Social Service



Care Solace Addresses the Provider Challenges

**No commercial relationship
with providers.**

**110,000 in California
4,432 in Riverside County
1,400 offer teletherapy**

Matches are made using many factors

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



DreamLab Counseling
Clinical Social Work/Therapist, MSW, LCSW

📍 **2411 Summerhill Road, Texarkana, TX 75501**

🌱 Offers Teletherapy to all Texas Residents

📞 (870) 587-7021

💓 Teletherapy, Individual Therapy

🚗 6 Miles

📅 Check Availability



Texarkana Holistic Counseling PLLC
Licensed Professional Counselor, LPC, BSN

📍 **4140 McKnight Road, Texarkana, TX 75503**

🌱 Offers Teletherapy to all Texas Residents

📞 (903) 307-3650

💓 Teletherapy, Individual Therapy

🚗 7 Miles

📅 Check Availability



Katie A Walker
Licensed Professional Counselor, MS, LPC, RYT200

📍 **5221 North Park Rd, Texarkana, TX 75503**

🌱 Offers Teletherapy to all Texas Residents

📞 (903) 791-1051

💓 Teletherapy, Individual Therapy

🚗 8 Miles

📅 Check Availability



Monica H Bailey
Clinical Social Work/Therapist, LCSW (she, her)

📍 **Texarkana, TX 75503**

🌱 Offers Teletherapy to all Texas Residents

📞 (903) 913-8688

💓 Teletherapy, Individual Therapy

🚗 11 Miles

📅 Check Availability

Private Sector Associates of
The United States Conference of Mayors

United States Conference of Mayors
Business Council 2024 Best Practices Report

Mayors and Businesses Driving Economic Growth

2024



THE UNITED STATES
CONFERENCE OF MAYORS



Mayor Lori Stone shares the Murrieta referral card.

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

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

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

Care Solace is an approved, fundable strategy under the opioid settlement's Schedule E.

Schedule E Categories & Care Solace Alignment

1. Prevention Programs (Section A.1)

- Care Solace enables early intervention by making it easier for residents to access behavioral health services before reaching crisis levels.
- Supports prevention of opioid misuse through improved access to mental health and substance use resources.

2. Connection to Care (Section A.2)

- Provides 24/7 anonymous matching to substance use disorder (SUD) and mental health providers based on need, insurance, and availability.
- Care Companions offer human support to guide individuals through appointment scheduling and follow-ups.

3. Treatment and Recovery Support (Section A.4)

- Refers individuals to outpatient/inpatient treatment, medication-assisted treatment (MAT) providers, and recovery programs.
- Enhances continuity of care and supports treatment retention.

4. First Responder & Diversion Programs (Section A.5)

- Complements co-responder and mobile crisis response teams by providing post-crisis navigation and linkage to services.
- Reduces reliance on emergency departments and law enforcement.

5. Support for People in Recovery (Section A.7)

- Facilitates continued access to support resources during and after treatment.
- Helps residents reintegrate and maintain recovery through long-term service coordination.

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Anita.Ward@caresolace.org

213-880-1238