

(The CWIC) will accept admissions from:

- ★ Self and Family Referrals
- ★ Local Hospital Emergency Departments
- ★ Department of Behavioral Health Community Crisis Response Team
- ★ Community Emergency Responders (Local Fire and Rescue, EMS, and Ambulance Providers)
- ★ Local Law Enforcement
- ★ Department of Behavioral Health Outpatient Clinics
- ★ Other County Medical Clinics
- ★ Other community sources, as appropriate.

About Us:

Valley Star Behavioral Health is a program of Stars Behavioral Health Group, a provider of mental health, child welfare, special education, and other social services since 1988. We employ more than 1,700 staff including behavioral health workers, from psychiatrists and social workers to teachers and therapists. We serve approximately 30,000 children, youth, and their families annually throughout California at dozens of different program sites.

For referrals and information about the Crisis Walk-In Center in Victorville, call (760) 245-8837 or fax (760) 245-8854

TTY users please dial 7-1-1

For overall information, including the referral process, email us at hdcwic@starsinc.com

12240 Hesperia Rd., Ste. A
Victorville, CA 92395



Services provided in collaboration with the San Bernardino County Department of Behavioral Health and funded by the Mental Health Services Act (Proposition 63)



The High Desert Crisis Walk-In Center (CWIC) is administered by Valley Star Behavioral Health, a program of Stars Behavioral Health Group www.starsinc.com



SBHG is accredited by The Joint Commission

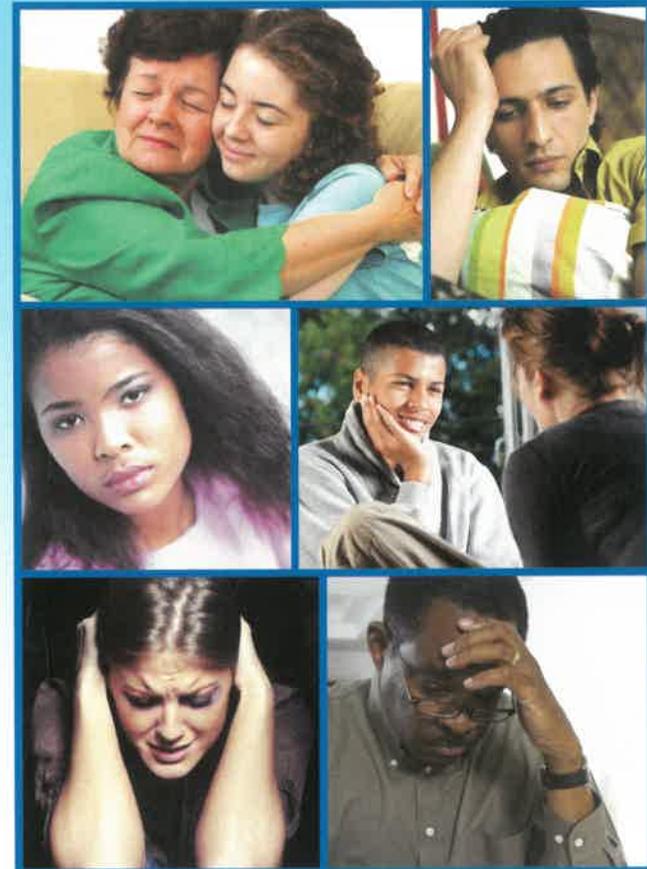
Partnering with People for Positive Change



Valley Star Behavioral health

High Desert Crisis Walk-In Center

(The CWIC)



Overview: What is The CWIC?



The High Desert Crisis Walk-In Center (CWIC) provides urgent mental health services 24/7 to severely mentally ill individuals of all age groups – children, adolescents, adults, and older adults – who need immediate access to crisis mental health services.

Located in downtown Victorville in the High Desert Region, the center provides important services to those in need of immediate crisis intervention and stabilization. **The CWIC** is an alternative to psychiatric inpatient hospitalization, emergency rooms, and even jail.

The Crisis Walk-In Center is voluntary and, offered on a 24/7 basis in an unlocked setting, with a stay of up to 23 hours. The center is expected to stabilize the vast majority of individuals, preventing the need for hospitalization and/or involuntary treatment. Individuals admitted into the crisis stabilization unit will be provided with services and supports to ensure their safe transition to the next level of care, or back to the community.

The CWIC can serve as many as 12 people at any given time. Those coming to the center may reside in the Victor Valley area, but the center will not exclude any resident of San Bernardino in need of immediate access to crisis mental health services.

Our Services

Services are offered to people who walk in, call or come in with emergency responders or law enforcement, or who are brought in by friends or family.

Services include:

- ★ **Crisis Stabilization and Intervention:** This includes rapid access to licensed clinical staff and nurses
- ★ **Individual Counseling:** Brief counseling and help with problem resolution along with brief social and wellness/recovery activities.
- ★ **Medication Management:** A psychiatrist is available on-site or on-call to manage medication needs, supported by licensed nursing staff.
- ★ **Substance Abuse Treatment:** This program also provides integrated substance abuse treatment services for those with co-occurring issues.
- ★ **Family Counseling and Education:** Families are offered support and education, with help from Peer and Family Advocates.
- ★ **Transportation** can be arranged to the next needed level of care or back to the community, as needed.
- ★ Patients may be referred and linked to other community services, such as drug/alcohol programs, mental health clinics, housing, and/or employment programs in the High Desert.



Our Objective



- ★ To serve an under-served community in the High Desert
- ★ To provide a warm, natural, comfortable setting designed to exude a sense of safety and, acceptance, a first step in the engagement and assessment process.
- ★ To help the consumer who is in a crisis situation and to reduce recidivism (relapse)
- ★ To reduce the incidents of acute involuntary psychiatric hospitalization
- ★ To increase people's access to early intervention services
- ★ To reduce hospital emergency department encounters and average time for visits to ERs and local hospitals
- ★ To reduce law enforcement's involvement on mental health crisis calls, contacts, custodies and/or transports for assessment
- ★ To increase consumer's and/or their family members (when appropriate) satisfaction with the caliber of crisis services received