

Erene Soliman Psychologist, Inc COMMUNITY REFERRAL and FOLLOW-UP PROGRAM

We believe that all people have the right to quality coordinated care. We are a behavioral healthcare facility who believe in collaboration with our community service providers. Our list continues to grow as we discover and are able to identify other entities established to serve the population in our community. It is important that we connect our clients/consumers with community services that will meet their needs without discrimination, but with compassion and a duty to coordinated care.

Our Community Referral Program we call DPCC (i.e.Decide. Prepare. Consent. Connect.)

1. **Decide** by screening, assessing, and identifying client health risks and determine your client needs.
2. **Prepare** the community navigation referral pathway that will be best suited for your clients needs through evaluating the client. Know your scope of practice and duty of care.
3. **Consent** is the most important step to our referral process. Make sure the client/consumer reads, understands, and signs the “release of information” form BEFORE the referral process begins.
4. **Connect** with community providers/resources by calling the service on behalf of your client to establish if it's appropriate to refer them. Often agencies have a referral process that requires the referring worker/agency to complete a referral information form.

Follow up. Follow up. Follow up:

A Erene Soliman Psychologist, Inc staffer/clinician will follow up with the client/consumer after 5 business days from receipt of referral to assure that an appointment has been scheduled. (*Note: Depending on the referral source, we do our best to attempt to assist in getting an appointment made.*)

Referral Tracking

We will maintain a referral tracking with the referral sending organization to find out what happened after a referral is made, including:

- Referral acceptance: whether the receiving organization accepted the referral or why not.
- Patient contact: whether the receiving organization and the patient interacted or why not.
- Receipt of services: whether the patient received help from the organization; if yes, what kind; or if not, why not.
- Need resolution: whether the need that triggered the referral was resolved (or is in the process of being resolved), or if not, why not.

List of Fresno, CA Community Resources



The pathway to freedom begins with you.

Exodus Recovery (Crisis Center), mental health services (Substance Use & Psychotherapy), Pharmacy Services, & Primary Care Services (Health Home). The Exodus Fresno Mental Health Crisis Stabilization Unit (CSU) is a recovery focused environment where youth and adults in crisis can be assessed for stabilization services, medication evaluation and management, or hospitalization if necessary. Persons with Medi-Cal, eligible for Medi-Cal, or have no health insurance may qualify. Program is 24 hours a day, 7 days a week, 365 days a year. No appointment necessary.: 4411 East Kings Canyon Road, Fresno, CA 93702 | Main (559) 453-1008 Fax (559) 453-2805 | <https://www.exodusrecovery.com/fresno-crisis-stabilization-center/>



Central Star Crisis Residential Treatment Facility (The CRU) is affiliated with the Fresno County Department of Behavioral Health's Crisis Residential Treatment Facility. The CRU is a short-term, 16-bed recovery-based program located in Fresno, CA. It offers a home-like setting for adults ages 18-59 experiencing serious psychotic episodes or intense emotional distress who might otherwise face hospitalization and/or incarceration. Persons with Medi-Cal, eligible for Medi-Cal, or have no health insurance may qualify.: 496 S Barton Ave, Fresno, CA 93702 | Phone: (559) 860-4422 | Fax: (559) 475-7866 | eFax: (559) 550-0373 <https://www.starsinc.com/fresno-county/the-fresno-crt/>



Fresno City College Dental Hygiene Clinic. Offers low-cost services including dental cleanings and x-rays. No insurance necessary. *Call for an appointment.* Appointments will require 2-4 hours and for many adults more than one appointment is necessary. You will be selected as a patient only if you are considered suitable as a teaching case. Treatment at our clinic is not a substitute for routine dental examinations by your personal dentist. You may schedule an appointment on a yearly basis, unless a faculty decision is made to the contrary. You can make a Preliminary Examination appointment in person or by telephoning the Dental Hygiene Clinic at 559.244.2601. Location: 1101 East University Ave, Fresno, CA 93741 <https://www.fresnocitycollege.edu/academics/divisions/apa-division/dental-hygiene/dental-hygiene-clinic.html>



Tzu Chi Mobile Clinic focuses on improving the overall health of local residents who face language and culture barriers through preventive health education, healthy nutrition, **medical**, promoting physical exercise and adopting healthy lifestyles. Our services include blood pressure testing, blood sugar testing, adult medicine, pediatrics, dental care, acupuncture, chiropractics, vision care, and even haircuts. We sponsor dialysis support groups, diabetes and chronic disease management programs, walking groups and more. 3898 N. Ann Ave., Fresno, CA 93727 | (559) 291-8800 fresnomobileclinic@tzuchi.us | <https://tzu-chi-medical.us/mobile-clinics/central-california#a234bc7>



Community Health Center provides education and treatment services to men, women, and teens of reproductive age at risk for unintended pregnancy and sexually transmitted infections. We provide high standard, confidential, and comprehensive medical services to low-income, uninsured and underinsured adults and adolescents. Services Provided: Medical Exams, Obstetric Services, Family Planning and Reproductive Services, and telehealth virtual visits. In addition, their HEARTT program offers free transportation service for youth, ages 12-19, who are in school or local youth programs. 1047 R Street, Fresno CA 93721 | Office: (559) 499-1690 | Fax: (559) 499-1697 | Contact HEARTT for an appointment at (559) 265-5500. <https://fresnoeoc.org/healthservices/>



Workforce Connection One-Stop Centers is the place that brings everything together! Our diverse menu of services are designed to connect you with job search, assistance with writing your résumé, retraining for a new position and/or referrals to partnering agencies and community resources throughout Fresno County. 3170 W. Shaw Avenue, Fresno, CA 93711 | Office: (559) 230-3600 | TTY Toll Free: (844) 729-6161 | WFCinterest@workforce-connection.com | <https://www.workforce-connection.com/>



Community Behavioral Health Center is an established source of help for those in need of acute psychiatric care. As the Valley's only inpatient mental health facility, Community Behavioral Health Center provides 24-hour care to patients based on their individual level of need. Voluntary admittance as well as nonambulatory patients capable of transferring themselves are both accepted.

Location:

7171 N Cedar Ave. Fresno, CA 93720 | (559) 449-8000 | <https://www.communitymedical.org/hospitals-facilities/community-behavioral-health-center>



Erene Soliman
Psychologist, Inc.

Erene Soliman Psychologist, Inc
Dr. Erene Soliman
5151 N. Palm Suite 500, 610, and 711
Fresno, CA 93704
Office: (559)449-2734
Fax: (559) 449-2733

Community Referral Tracking Form

Referring Agency		
Name of Agency:		
Address:	Name Of Contact:	
Phone:	Fax:	
Email:		
Client Details:		
Name:	Phone:	
Email:	DOB:	
Is an interpreter needed? Yes No . If Yes, What language?		
Details of Client issue/problem		
Appointment? Yes No .		
Date:	Time:	Cost:
Follow up Notes:		

Additional Services (Hmong):

Qee tus xov tooj muaj kev pab cuam rau tej me nyuam yaus thiab tub ntxhais hluas:

Cov neeg xav tau kev pab cuam rau me nyuam yaus thiab cov hluas muaj feem coj nws tus kheej mus saib cov kev pab cuam Me Nyuam Yaus hauv lub koom haum Heritage Campus hnub Monday txog Friday, 8 teev sawv ntxov txog 5 teev tsaus ntuj ntawm 3133 N. Millbrook Ave. Fresno, CA 93703 los sis hu tau rau (559) 600-8918 los sis hu tau tus Access Line ntawm 1800 654-3937

Cov tib neeg, tsev neeg, thiab cov neeg pab saib xyuas tuaj yeem tiv tauj tau Youth Wellness Center ntawm (559) 600-8919 yog xav paub ntxiv los sis xav nrhiav kev pab rau cov hluas hnub nyoog 0-17. Cov ntaub ntawv kev pab kuj tuaj yeem tau txais los ntawn qhov Access Line ntawm 1 800 654-3937

Cov kev pab cuam nyob rau hauv tsev kawm ntawv tej zaum yuav yog ib qho kev pab zoo dua rau tsev neeg thiab cov tib neeg. Kev pab cuam hauv tsev kawm ntawv uas yog muab los ntawm lub Department thiab los ntawm cov tsev kawm ntawv tau txais nyiaj txhawb nqa All4Youth, tuaj yeem hu tau rau Access Line ntawm 1 800 654-3937, hu tau lub Department hnub M-F 8 teev sawv ntxov txog 5 teev tsaus ntuj ntawm (559) 600-6892 los sis All4Youth kev pab hnub M-F, 8 teev sawv ntxov txog 5 teev tsaus ntuj ntawm (559) 443-4800 los sis hu tau koj tus me nyuam lub tsev kawm ntawv es nug txog kev xa mus rau All4Youth pab.

Rau cov tub ntxhais hluas uas tab tom ntsib teeb meem kev puas siab puas ntsws, muaj yeem tuaj txais kev pab los ntawm Crisis Stabilization Center. Tus xov tooj rau cov hluas yog (559) 512-8700 thiab yus tus kheej tuaj yeem mus ntsib kev pab rau ntawm 4411 East Kings Canyon Rd. Fresno, CA 93702.

Rau cov tub ntxhais hluas uas muaj feem yuav ntsib kev kub ntxhov muaj yeem tuaj txais kev pab los ntawm Psychiatric Health Facility (PHF) uas tsom mus rau kev saib xyuas mob hanyav, kev ruaj khov, kev hloov hauv zej zog, thiab taug qab saib xyuas rau cov hluas hnub nyoog 12-17. Lub koom haum PHF rau cov tub ntxhais hluas nyob rau ntawm 4411 E. Kings Canyon Rd. Lub tsev #319. Fresno, CA 93702 los yog hu tau rau (559) 600-2382
Cov xov tooj thiab cov kev pab rau cov neeg laus-

Txhua tus tuaj yeem hu tau txhua lub sij hawm txhua hnub rau Access Line ntawm 1 800 654-3937 kom paub txog cov kev pab cuam, kev tshuaj xyuas, xa lwm tus mus txais kev pab, thiab kev tiv tauj thiab/los sis txais ntaub ntawv tsim nyog rau ntau yam kev pab cuam.

Tib neeg thiab tsev neeg tuaj yeem nrhiav kev pab cuam los ntawm kev hu rau Urgent Care Wellness Center hnuv M-F thaum 8 teev sawv ntxov txog 6 teev tsaus ntuj ntawm (559) 600-9171 los sis tuaj mus rau ntawm 4441 E. Kings Canyon Road Fresno, CA 93702.

Cov tib neeg uas muaj feem yuav ntsib kev kub ntxhov tuaj yeem tiv tauj Crisis Stabilization Center txhua lub sij hawm txhua hnuv ntawm (559) 451-1008 los sis tuaj mus rau ntawm 4411 East Kings Canyon Road Fresno, CA 93702.

Cov Kev Pab Cuam Rau Cov Neeg Laus – muaj feem nkag tau mus rau qhov Access Line los sis hu rau pab pawg muaj kev pab cov neeg laus ntawm (559) 600-5755 yog xav paub ntxiv hnuv M-F 8 teev sawv ntxov txog 5 teev tsaus ntuj.

Perinatal Wellness Center siv ib pab cov kws pab tswv yim, kws saib xyuas neeg mob, thiab cov neeg ua hauj lwm sib raug zoo los muab kev pab cuam kev nyuaj siab rau cov niam cev xeeb tub thiab tom qab yug me nyuam thiab lawv cov me nyuam mos, nrog rau cov txiv uas muaj kev nyuaj siab los ntawm kev pab hauv tsev los sis tim hauj lwm tom qab leej niam yug me nyuam tag. Cov tib neeg tuaj yeem mus txais keb pab tus kheej hu rau ntawm (559) 600-1033 los sis hu rau qhov Access Line ntawm 1-800-654-3937.

Fresno Metro Area Outpatient Clinic - uas kuj muab cov kev pab cuam ntau yam tuaj yeem tiv tauj tau txhua lub sij hawm txhua hnuv ntawm Access Line los sis hu tau ncaj qha hnuv M-F thaum 8 teev sawv ntxov txog 5 teev tsaus ntuj ntawm (559) 600-4099 yog xav paub ntxiv, los sis tuaj yeem mus kiag rau Urgent Care Wellness Center hnuv M-F. 8am rau 6pm.
Tus Saib Xyuas Pej Xeem- rau cov lus qhia txog pej xeem tus neeg saib xyuas lub chaw ua hauj lwm, kev tiv thaiv los sis lwm yam lus nug, koj tuaj yeem hu tau rau ntawm (559) 600-1500
Cov Xov Tooj Muaj Ntxiv/Kev Pab

Fresno Patients' Rights Advocate Program (559) 492-1652

Family Advocate Navigator (559) 600-6734

CalHOPE- Kev txhawb nqa dawb thoob plaws lub xeev. 1-833-317-4673

Multi-Agency Access Program (MAP)- (559) 512-6777

National Suicide Prevention Lifeline- 1-800-273-8255

Yog koj xav tshaj tawm kev tsis txaus siab los sis kev ua txhaum cai thov hu rau tus xov tooj tsis pub lwm tus paub ntawm 1-888-262-4174

Additional services (Spanish):

Algunos números de los servicios para niños y jóvenes:

Las personas interesadas en los servicios para niños y jóvenes pueden auto-referirse visitando los servicios para niños en el Heritage Campus de lunes a viernes, de 8 am a 5 pm en 3133 N. Millbrook Ave. Fresno, CA 93703 o llamando al (559) 600-8918 o usando la línea de acceso 1 800 654-3937

Las personas, familias y cuidadores pueden ponerse en contacto con el Youth Wellness Center (Centro de Bienestar Juvenil) llamando al (559) 600-8919 para obtener información o referencias para los jóvenes de 0 a 17 años. También se puede obtener la misma información a través de la línea de acceso 1 800 654-3937

Los servicios basados en la escuela pueden ser la opción más adecuada para las familias y los individuos. Para los servicios basados en la escuela que son proporcionados tanto por el Departamento como a través de las escuelas financiadas por All4Youth, se puede acceder a través de la Línea de Acceso 1 800 654-3937, poniéndose en contacto con el Departamento de lunes a viernes de 8 am a 5 pm al (559) 600-6892 o el programa All4Youth de lunes a viernes entre 8 am y 5 pm (559) 443-4800 o llamando a la escuela de su hijo y preguntando por una referencia a All4Youth.

Para los adolescentes que puedan estar experimentando una crisis de salud mental, se puede acceder a la atención a través del Crisis Stabilization Center (Centro de Estabilización de Crisis). El número principal para los jóvenes es (559) 512-8700 y la persona puede auto-referirse yendo a 4411 East Kings Canyon Rd. Fresno, CA 93702.

Para los adolescentes que experimentan una crisis psiquiátrica, se puede acceder a la ayuda en el Psychiatric Health Facility (Centro de Salud Psiquiátrica, PHF) que se enfoca en el cuidado agudo, la estabilización, la transición a la comunidad y el cuidado posterior para los jóvenes de 12 a 17 años. El PHF para adolescentes está en 4411 E. Kings Canyon Rd. Edificio #319. Fresno, CA 93702. O llamando al (559) 600-2382

Cualquier persona puede llamar a la línea de acceso 24 horas al día, 7 días a la semana, al 1 800 654-3937 para obtener información sobre los servicios, la selección, las referencias y la vinculación y/o la información sobre la elegibilidad para diversos servicios.

Los individuos y la familia pueden buscar servicios llamando al Urgent Care Wellness Center (Centro de Bienestar de Atención Urgente) de lunes a viernes de 8 am a 6 pm al (559) 600-9171 o yendo al Urgent Care Wellness Center ubicado en 4441 E. Kings Canyon Road Fresno, CA 93702.

Las personas que puedan estar experimentando una crisis pueden acceder al Crisis Stabilization Center por su cuenta las 24 horas del día, llamando al (559) 451-1008 o yendo a 4411 East Kings Canyon Road Fresno, CA 93702.

Servicios para adultos mayores: se puede acceder a ellos a través de la línea de acceso o poniéndose en contacto con el equipo de adultos mayores llamando al teléfono (559) 600-5755 para obtener más información de lunes a viernes de 8 a 5 de la tarde.

Perinatal Wellness Center (Centro de Bienestar Perinatal) cuenta con un equipo de consejeros, enfermeras y trabajadores sociales para proporcionar servicios de salud mental a las madres embarazadas y en período posparto y a sus bebés, así como a los padres que luchan contra la depresión postnatal paterna en un entorno en el hogar o en la oficina. Las personas pueden auto-referirse llamando al (559) 600-1033 o llamando a la línea de acceso 1-800-654-3937.

Fresno Metro Area Outpatient Clinic - también proporciona una serie de servicios y puede ser contactada a través de la Línea de Acceso 24/7 o directamente de lunes a viernes de 8am a 5pm al (559) 600-4099 para información, o las personas pueden ir al Urgent Care Wellness Center de lunes a viernes de 8 am a 6 pm.

Public Guardian (Guardián Público)- para información general sobre la oficina del guardián público, las tutelas testamentarias u otras preguntas relacionadas, puede llamar al (559) 600-1500

Números/Recursos adicionales

Programa de defensa de los derechos de los pacientes de Fresno (559) 492-1652

Defensor de la familia (559) 600-6734

CalHOPE- Apoyo gratuito de pares en todo el estado. 1-833-317-4673

Multi-Agency Access Program (Programa de Acceso Multi-Agencia, MAP) - (559) 512-6777

Línea Nacional de Prevención del Suicidio - 1-800-273-8255

Para reportar una queja o una infracción, llame a la línea confidencial 1-888-262-4174