

**Progress Foundation**  
**Dore Urgent Care Center**  
**52 Dore Street (415-553-3100)**

Progress Foundation is proud to announce the opening of the agency's newest program, the Dore Urgent Care Center (DUCC), a social rehabilitation model approach to crisis intervention. The program is designed to assist SFGH Psychiatric Emergency (PES) and other hospital emergency services by accepting adult clients in psychiatric crisis who do not require hospitalization but who are currently taken to PES for evaluation and assessment.

The DUCC will take referrals from SFPD, Mobile Crisis, community mental health clinics, case managers, outpatient clinics, PES triage and medical emergency rooms. Our primary referral sources are SFPD and Mobile Crisis. All clients must be referred and accompanied by either law enforcement, CBHS funded program staff, or other designated entities to ensure that appropriate care and supervision can be provided. **This request does not apply to SFPD patrol officers.**

The DUCC consists of the **Dore Clinic** and the **Dore House**. Here are the Dore Clinic criteria:

- Clients can meet 5150 criteria but they must be willing and able to sign in voluntarily when they arrive at the Urgent Care Center
- No acute medical conditions: toxic ingestions, cardiac symptoms, altered mental status or intoxication so severe the client cannot participate in the assessment process.
- Clients must, upon entry at the clinic, be able and willing to agree to no harm to themselves or anyone else.
- We have a brief referral form that both the referring clinician and the client will be asked to sign prior to admission.

Dore House, a short term crisis residential treatment program located on the same site will provide 14 short term treatment beds for clients referred primarily from the clinic. The residential component will open in September. The crisis residential program is modeled on the Acute Diversion Units which are currently provided by Progress Foundation, and plans to target 3-5 day length of stay.

The DUCC is located at 52 Dore Street between Folsom and Howard and 9<sup>th</sup> and 10<sup>th</sup> streets and is able to accommodate up to 12 clients at any one time. In the first 2 months of operation the clinic hours will be 7AM-8PM, with no client referral occurring later than 5PM. When fully operational the hours will be 7AM-11PM, 7 days a week.

If you have any questions or would like to discuss a client please call us at **(415)553-3100**. We invite you to call or come by the clinic and meet the team. We look forward to working together.

Cecile O'Connor  
Program Director