

care solace

Calming the Chaos of Mental Health Care.

OUR PURPOSE

Our 24/7 multilingual Care Concierge team connects students, families and staff with available, verified mental health providers and substance use treatment programs matched to their needs regardless of circumstance.

WE PARTNER WITH SCHOOL STAFF

Care Solace works alongside district staff; saving them an average of 60+ calls, emails and texts per referral, and increasing connection to community care by roughly 60%.

Care Solace is a complement to school support structures and staff.

- Removes the need to research and revise resource list
- Absolves district liability from referring to unvetted providers
- Tracks all communications and outcome of referrals to community resources
- Provides districts with data on the mental health needs of community
- Bridges to community providers for needs that exceed the scope of school-based services

WE ARE MENTAL HEALTH CARE "GAME CHANGERS"

- Provide equity of access no matter the need, language, insurance or lack thereof
- Empathetic advocates who navigate barriers to care, reducing frustration
- Known for our relentless follow up: expediting successful connections

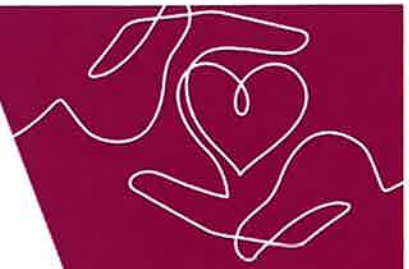
DISTRICT SERVICES:

Access to:

- Custom link for each district for use by students, families and staff members
- Care Solace navigator: matching with verified local and state wide providers
- Care Solace proprietary database of mental health providers including all pathways of care: low, medium and high severity, as well as telehealth options
- DSM-5 pre-screening service
- 24/7 multilingual Care Concierge support via text, video chat, phone or email to find available providers, confirm availability, navigate all insurance and payment options, make appointments, and follow up the day after and two weeks into care
- Digital resources to support successful launch, implementation and ongoing utilization: translated materials for parents, students, staff; press packet
- Staff wellness support working through district insurance plans

Individualized implementation:

- Tailored to district and staff needs and existing MTSS supports
- Customized district trainings and access to video tutorials
- Care Loop tool to track case management of "Warm Hand-off" referrals
- Ongoing training and consultation for effective implementation
- Quarterly check-in zoom meetings on implementation & service updates
- Live data on utilization and community mental health needs
- District user feedback surveys
- Community provider outreach

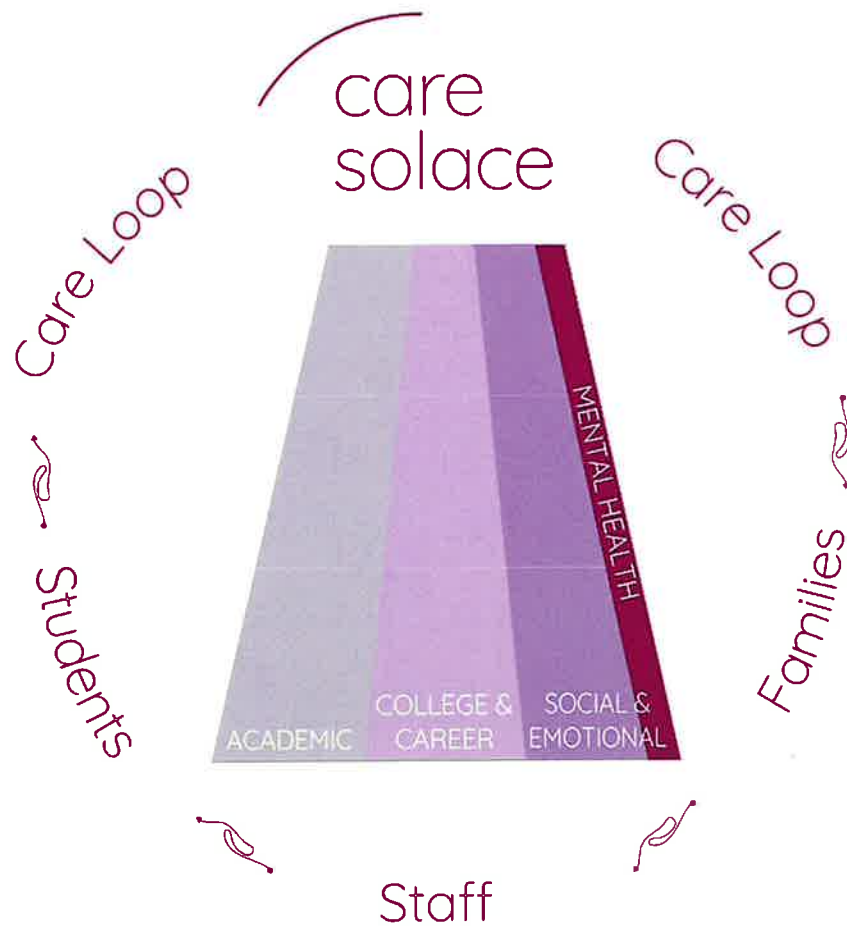


(805)-406-6476
tyler@caresolace.org

Care Solace increases access to community resources and expands staff bandwidth allowing them to focus on direct service to students in need.



Care Solace wraps around existing MTSS structures and includes support for families and staff members.



Request that have been impacted by Covid and might take longer to find:

- In-person services
- Very specific treatment specializations or modalities
- Requests for a psychiatrist
- Kaiser has recently changed their referral process, making it more difficult to get approval for a provider outside of Kaiser.
 - It is fairly easy for us to find a provider that accepts Kaiser or one of it's contracted companies, however we cannot guarantee that Kaiser will approve it.
 - If the family is unable to secure the referral, the Care Concierge can search for sliding scale or providers with out-of-pocket fees.
 - If the family would like to bypass Kaiser and pay out of pocket, please specify this in the Warm Hand-off comment section.

If any of these situations apply to family that you are supporting, please:

- Specify the request in the Warm Hand-off Comments
- Let them know that it may take longer but we'll support them as long as it takes
- Contact us if you have concerns about a family or wait time

Care Loop Terms:

- Enrollment Confirmed: A Care Concierge spoke to the primary contact (legal guardian or student directly) the day after the initial appointment and got confirmation that they went to the appointment and were happy with the match.
- Client Unreachable: We have attempted contact by email, phone and or text message consistently for 2 weeks and have not been successful in reaching them.
- Pursued Other Options: Care Concierge spoke to the primary contact and were told that the contact was no longer interested in our services or needing our help.
- Matched with Providers - See Latest Matches: Shows up on an individual's timeline. When you click the "See Latest Matches" orange button, a window opens to view provider options identified as ready to help that individual.

Care Solace Utilization Data Terms:

- Inquiries Received: All in-bound phone calls, emails, video-chats, and text messages from community members
- Communication Saved: All outbound calls, emails, and texts by our Care Concierge as they work to set up an appointment for a community member in need. This is mostly calls to providers verifying their availability.
- New Cases & Warm Handoffs: All referrals from school staff via Warm Handoff®, as well as any community member who contacted us directly and requested full concierge assistance into care.
- Total Appointments Into care: Confirmed appointments in which we spoke to the community member the day after their initial appointment and they confirmed they went. This number is often low since community members do not always respond to our calls after we help them set up their initial appointment.
- Anonymous Searches: This is a measure of all completed searches by community members through your community's proprietary link.



Care Solace makes it easier for students, staff & their families to quickly connect with quality mental health care and recovery services matched to their needs, regardless of circumstances.

Care Solace serves over 150 school systems and has helped over 1.3 million families and staff access high-quality mental health services!

FAQs

Who can use Care Solace?

- Care Solace is available to your district's students, staff or their family members.
- Care Solace can help with any insurance, Medi-Care or no insurance coverage.

How can I explain Care Solace to a student, family or staff member?

"Our district students, staff and their families can use Care Solace to quickly connect to verified resources in our community.

- You will be assigned a personal Care Concierge to support you through the process of finding mental health care.
- The Care Concierge team is available 24/7 and can help you in any language.
- Your Care Concierge will make phone calls for you to quickly find a verified provider matched to your needs who is accepting new clients.
- They have thousands of verified resources that will accept your insurance, private pay or Medi-Care.
- Your Care Concierge will personally assist you with booking an appointment and will check in to be sure you are happy with the matched provider."

How can I explain how to access Care Solace?

There are several ways to use the Care Solace service:

- "I can connect you right now. With your permission I can share your basic contact information with Care Solace. Typically they will call you from an 888 number within 15 minutes to understand your needs and will help you find providers who can serve you. They can help you with any insurance or Medi-Cal processes."
- "You can also call 888-515-0595 any time 7 days a week to speak with someone from your Care Concierge team. Visit our district's custom Care Solace website and use the anonymous search and matching tool, or click "Book Appointment" for assistance by video chat."
- "If you prefer you can email weserve@caresolace.org with the following information:
 1. Your name and contact information
 2. Your preferred language
 3. A good time for your Care Concierge to contact you"

Note: People are more successful getting connected to care through the Warm Handoff® referral process or when they call or video chat with a Care Concierge.

How can I explain a Care Solace Warm Handoff® to a family?

"Our district has recently partnered with Care Solace. They have 24/7 support in place with their Care Concierge team. With your permission I can share your basic contact information with them so they can reach out to help you find a provider that fits your needs and accepts your insurance, Medi-Cal or offers sliding scale options."



Contact us 24/7

888-515-0595

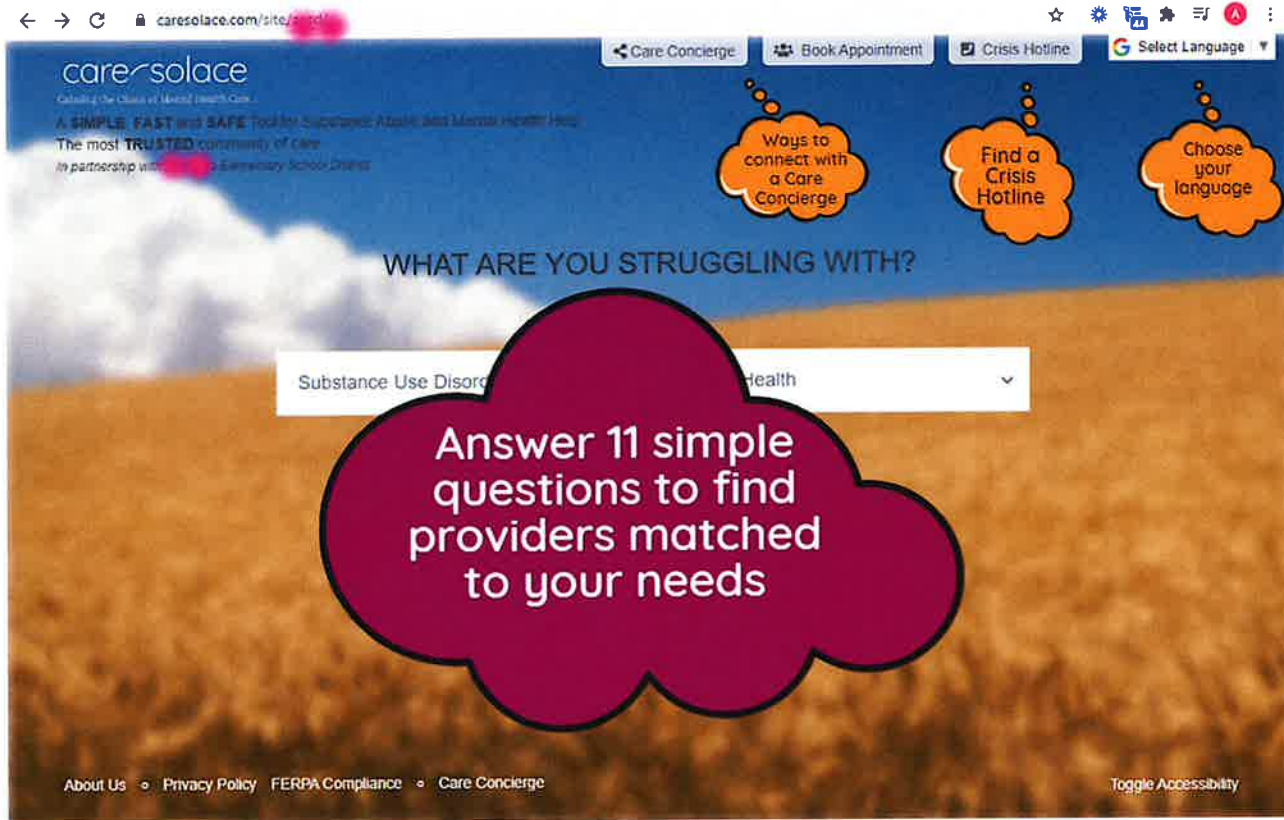
weserve@caresolace.org

www.caresolace.org

There are 2 ways to use the Care Solace service:

1. DIY - use this matching tool to find a list of your matched providers and call to make appointments
2. Care Concierge - at any time, you can call, email, or video chat with a Care Concierge and they will help you through finding mental health care

Navigating your district's custom website:



<https://caresolace.com/site/<link>>

Using this tool is completely anonymous.
No personal data is recorded unless or until
you decide to connect with a Care Concierge.

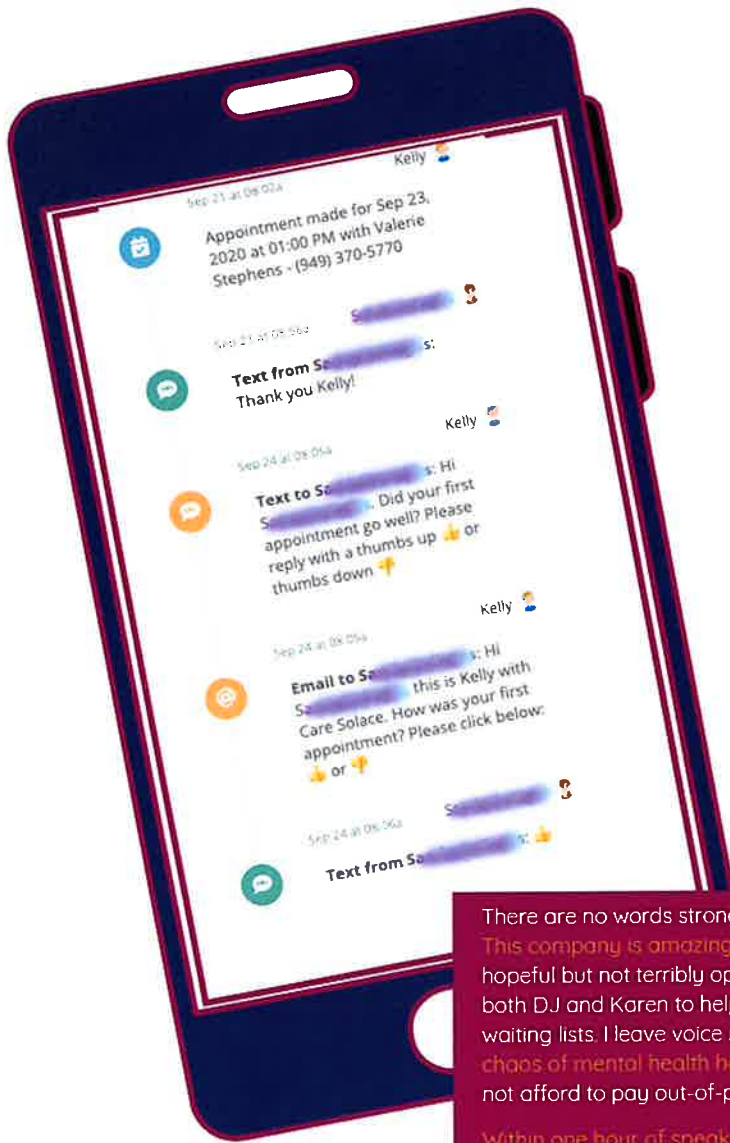
And even then it's completely confidential.

Contact us 24/7

888-515-0595

weserve@caresolace.o

www.caresolace.or



There are no words strong enough to properly thank you and CUSD for connecting me to Care Solace. **This company is amazing and beyond its weight in gold.** When you mentioned the company to me, I was hopeful but not terribly optimistic because I have been trying in vain for 8 months to find counseling for both DJ and Karen to help fight their depression. I go through intake interviews just to be put on 6-8 month waiting lists. I leave voice messages and emails for therapists that go unreturned. **Trying to navigate the chaos of mental health has been exhausting.** Our insurance is extremely limited in this area and we can not afford to pay out-of-pocket for private counseling.

Within one hour of speaking to Hector at Care Solace, he found a provider willing to work with us. He set up a conference call with me and the provider so I could ask questions and start the process of setting up appointments. He stayed on the call to make sure I was satisfied and confident about the choice. Both DJ and Karen met with their provider yesterday - a licensed psychiatrist that also provides counseling. She was patient, kind, and connected well with both my children. **Hector connected us with an angel and I am truly grateful.**

I know that CUSD is considering the partnership with Care Solace. **From personal experience, I can tell you this company is an asset.** Especially with the rise in stress and anxiety - from distance learning to the trauma associated with fires and everything in between - having a company like Care Solace be there to support families is a resource you can't put a price tag on. **This company accomplished in ONE HOUR what I have been struggling to accomplish on my own in 8 months.** There are so many families that can benefit from this company and I am extremely appreciative that they were willing to help me.

Please pass this email along to anyone at the district or advise me who I should send this to as the district considers the contract for Care Solace. For parents like me that struggle to find their children the care they desperately need, **this company takes all that stress away. They do the work so I can concentrate on my children.**

Thank you again for making this happen. It could not have been possible without your efforts, and I appreciate so much your willingness to help.

Sincerely,
Stacy Meheen

Unsolicited Parent Testimonial



Care Solace has been an amazing resource in our community and is **the most comprehensive mental health resource that I have worked with**. As a counselor I am making referrals all the time I rarely hear any follow up information without having to continually seek it out. **With Care Solace, you are given a step by step account of how the family is being served without breaching confidentiality**. It is amazing and I am so grateful for this resource in our community, especially during this trying time.

Thank you again!

Stephanie Reece Stahl
School Counselor
Carpinteria Middle School

I've worked in school based mental health for 10 years, in the school and the nonprofit sector, and **this program is exactly what we needed to ensure proper linkages**.

Mental health supports on campus are limited and there is not enough to meet the need, so to have a partner like **CareSolace to ensure all identified students receive help is a game changer**.

Johanna Parra, M.A., P.P.S.
Wellness Specialist
Placentia Yorba Linda Unified School District

Good evening,

This is not a warm hand-off. I just wanted to say **THANK YOU** to everybody with Care Solace. I am so appreciative of your **service**, the **timeliness**, and the **effectiveness of the support** that is provided. Thank you for helping to connect our student, their families, and our staff to necessary supports - especially during this time. Much appreciation,

Elyce Mandich
School Social Worker
Temecula Valley

Unsolicited School Social Worker & Counselor Testimonials