

Care Solace

Calming the Chaos of Mental Health Care

June 22, 2023

1

THRIVING
STUDENTS

2

ENGAGED
COMMUNITY

3

EMPOWERED
STAFF



Our Purpose

We are tireless allies on a mission to make access to mental health care easy, inclusive, and dignified.

We exist to connect people to the support they need with respect and trust.



care solace.

Care Solace is a mental health care coordination service

We are tireless allies on a mission to make accessing care easier than ever before. We exist to connect everyone to the support they need.



8,000+
K-12 and Higher Ed
Schools



6M+
Students



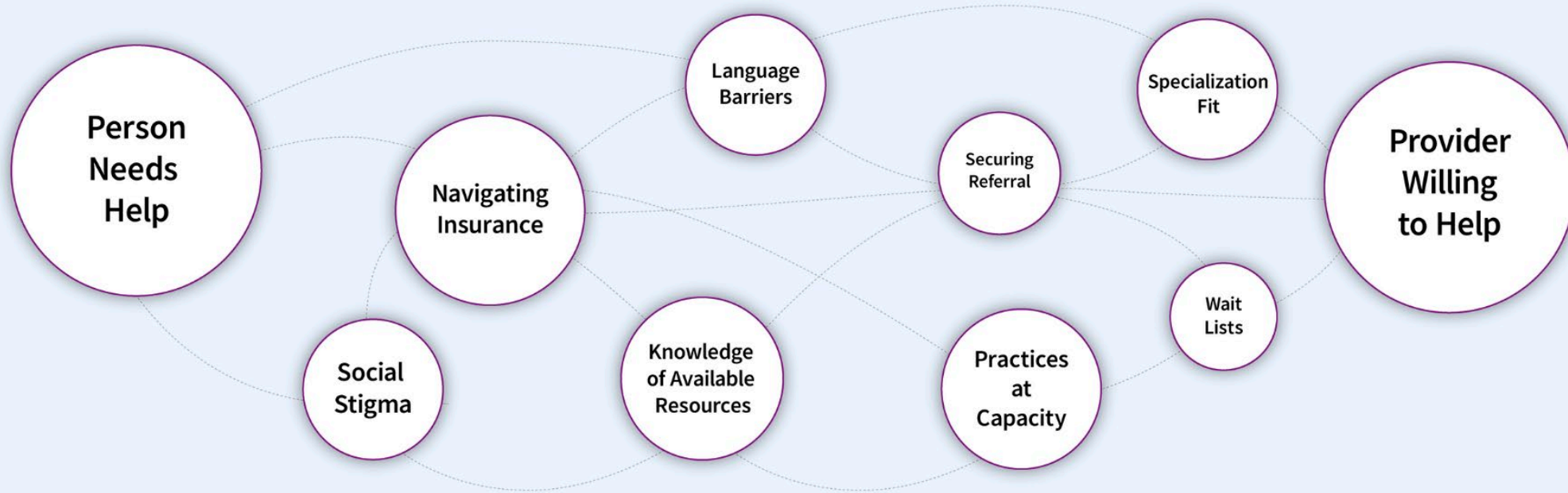
19M+
Staff & Family Members



400K+
Hours Saved

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The Mental Health Care System



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We provide timely access to community-based care with added layers of support.



Warm Handoff[®]

Referral Submission &
Real-Time Tracking



Care Companions[™]

24/7/365 Multilingual
Navigation Support



Care Match[™]

Anonymous Self-Service
Search Tool

care/solace

22-23 Utilization

Total Cases

104

Total Communications

5,286

Time Saved

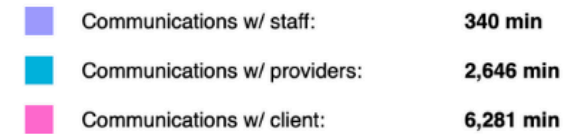
154.4 hrs

Total Appointments

55

Total Anonymous Searches

90



*Appointment rate of 53% versus 18% national average when given list of resources.

22-23 Utilization

Key Performance Indicators (KPIs)

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Inbound interactions ?	8	68	53	57	115	102	97	79	18	597
Communications saved ?	31	735	510	507	736	920	618	549	83	4,689
Warm Handoffs® ?	4	11	4	10	13	11	11	9	0	73
Family-initiated cases ?	0	7	1	3	7	5	7	1	0	31
Total Unreachable	2	8	3	6	7	8	7	1	0	42
Total Declined Services	0	1	2	2	5	1	3	1	0	15
Total appointments into care ?	0	6	3	6	8	13	10	6	3	55
Anonymous searches ?	16	11	29	11	10	5	4	4	0	90

22-23 Utilization

Key Performance Indicators Defined:

- Inbound Interactions: All in-bound phone calls, emails, and video-chats from community members
- Communication Saved: All outbound calls, emails, and texts by our team to coordinate care
- Warm Hand-offs: Referrals from school staff for help connecting to care
- Family Initiated Cases: Community members who contacted us directly for help making an appointment
- Total Appointments Into Care: Number of Warm Handoffs and Family Initiated Cases who confirmed appointments using our services. The national average is 18% for someone who searches without support.
- Anonymous Searches: All completed searches through your proprietary link

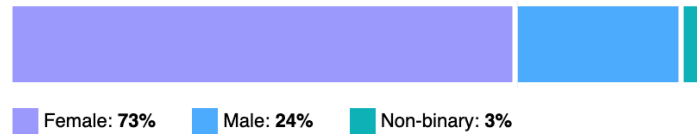
Additional Data Points

- Average Time to Match = 4 days
- Average Time to First Appointment = 17 days
 - National averages are 5 and 28 days
- Appointment rate currently at 53% for the year
 - Neighboring districts have appointment rates ranging from 34% to 52%
- After onboarding period of trainings and communications, utilization has been very strong
 - Next year will be first full school year of data to reference

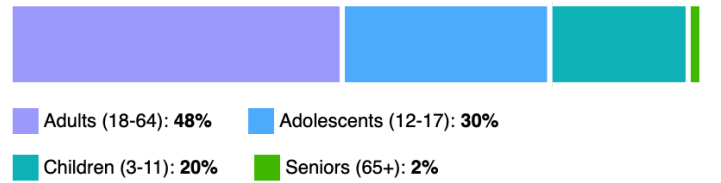
22-23 Utilization

Demographics

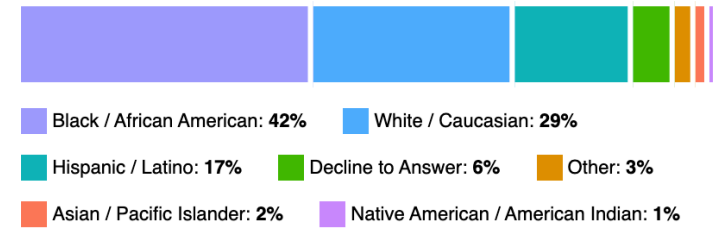
Gender



Age

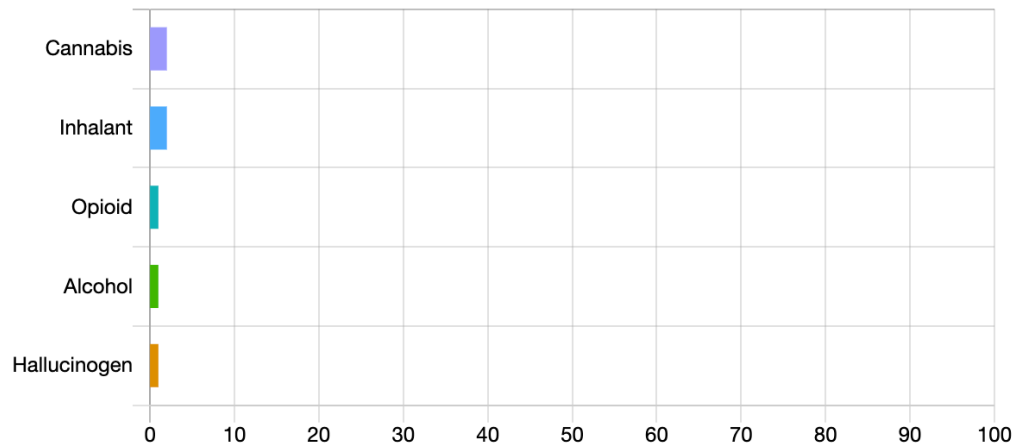


Ethnicity

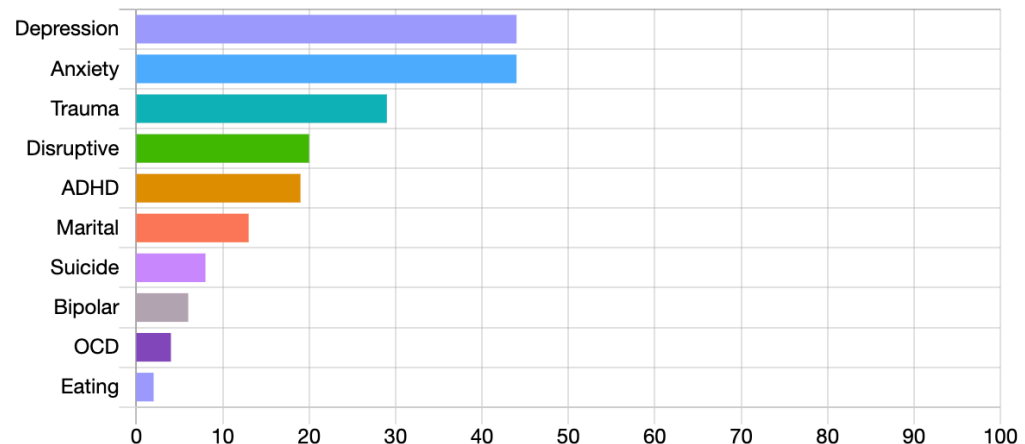


Community Needs

Substance Use

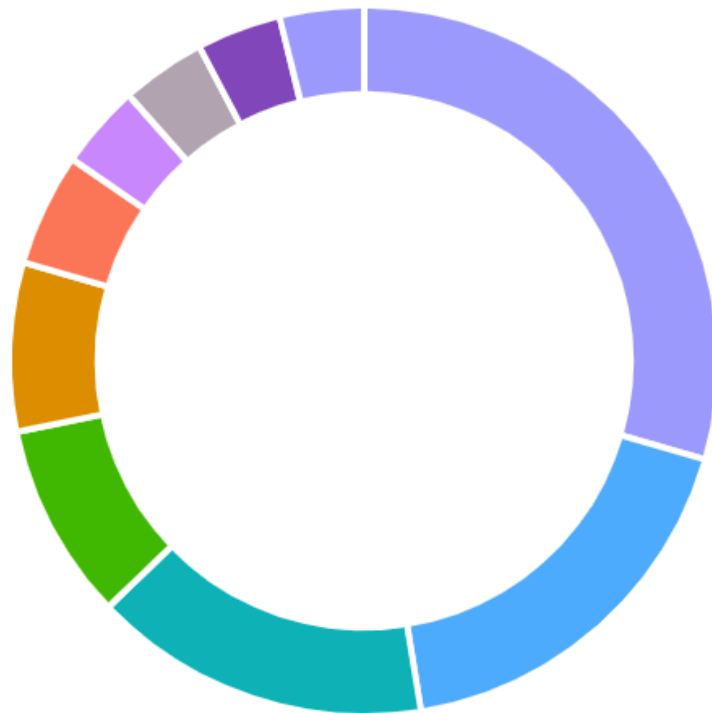


Mental Health



22-23 Utilization

Top 10 Insurance













Blue Cross And Blue Shield:	23%
Medicaid:	14%
No Insurance - Sliding Scale:	12%
Blue Cross And Blue Shield (PPO):	7%
Self Pay:	6%
Blue Cross And Blue Shield (HMO):	4%
Aetna (PPO):	3%
Amerigroup (Medicaid):	3%
CIGNA (PPO):	3%
Aetna Better Health with Medicaid:	3%

22-23 Utilization

Top 10 Providers & Resources

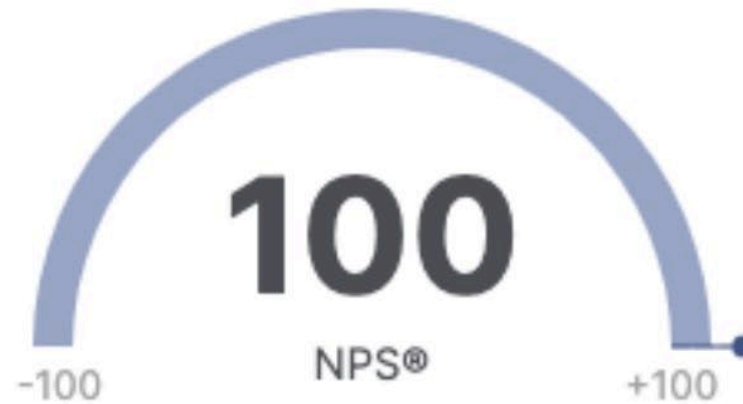


	New Horizon Counseling Center:	9%
	LifeStance Health:	8%
	New Leaf Services, LLC:	6%
	Therapeutic Transitions & Associates:	6%
	Alison Bailey:	6%
	Mindful Solutions Counseling:	4%
	Kierra Lloyd:	4%
	Dr. Valencia Campbell-Chapin:	4%
	Keturah Health:	4%
	Logos Counseling, LLC:	4%



Crowley ISD Net Promoter Score = 100

District staff and families love the support



100% Promoters - 0% Detractors = 100 NPS®



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What Crowley ISD staff are saying

"As counselors we often distribute resources to families. However, a list of resources may not provide the support that a family needs in the midst of a challenge or crisis. Care Solace is a comprehensive referral program that supports the family to and through the help-seeking process."

"I have enjoyed the ease of use of CareSolace. When I explain the service to my parents they are open to the concept and appreciate the wrap-around support."

HAPPY
Summer



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Summer Checklist

- Create a consistent sleep schedule
- Go on a scenic hike or bike ride
- Book a therapy appointment
- Host a game night with friends

Recommendations for continued success

- Support refresher trainings & orientations for staff members
- Promote to staff for wellbeing
- Include in community events
- Share out to your networks
- Promote the resource on social media
- Include in regular communication from district and school sites
- Print & distribute fliers and postcards for events
- Publish a press release related to resources available in district