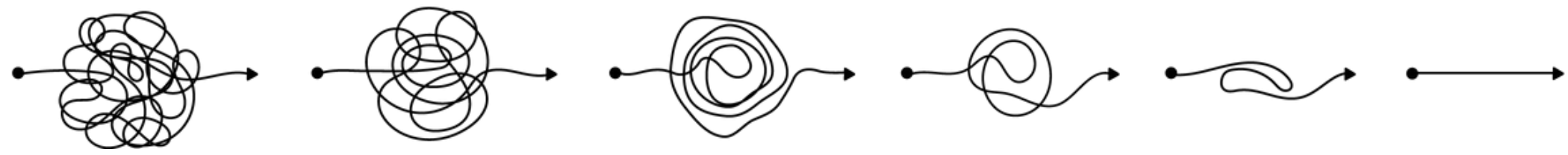


**Calming the chaos of mental health care.**



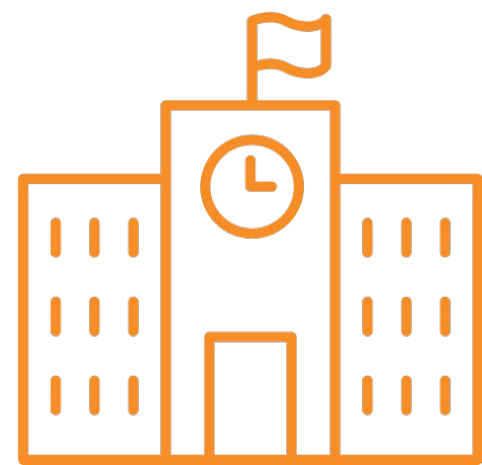
care/solace

Prepared for  
Folsom-Cordova Unified School District  
October 2021



# Care Solace is a mental health care coordination service on a mission

To ensure that every person with mental health or substance use challenges can quickly find quality care matched to their unique needs, regardless of circumstances.



400+

School Districts



3M+

Students



12M+

Staff & Family

Members



# We meet people where they are and make sure they get the right help, at the right time.

## **24/7/365 SUPPORT**

Including nights, weekends, holidays, and breaks.

## **FAST CONNECTION TO CARE**

We call within minutes and get appointments within days, not weeks or months.

## **ANONYMOUS PATH TO CARE**

We realize how hard it can be to let others know we need help.

## **CULTURALLY & GENDER APPROPRIATE CARE**

We match to specific needs, including culturally competent 2SLGTBQIA+ supportive sexual violence & trauma, and faith-based support.

## **200+ LANGUAGES**

We are multilingual and have live translators on demand.

## **CARE REGARDLESS OF INSURANCE**

Private, MediCal, and even no coverage.

## **CARE FOR ALL**

Total support for every student, every staff, and every family member.



# Gaps we experience when accessing mental health services

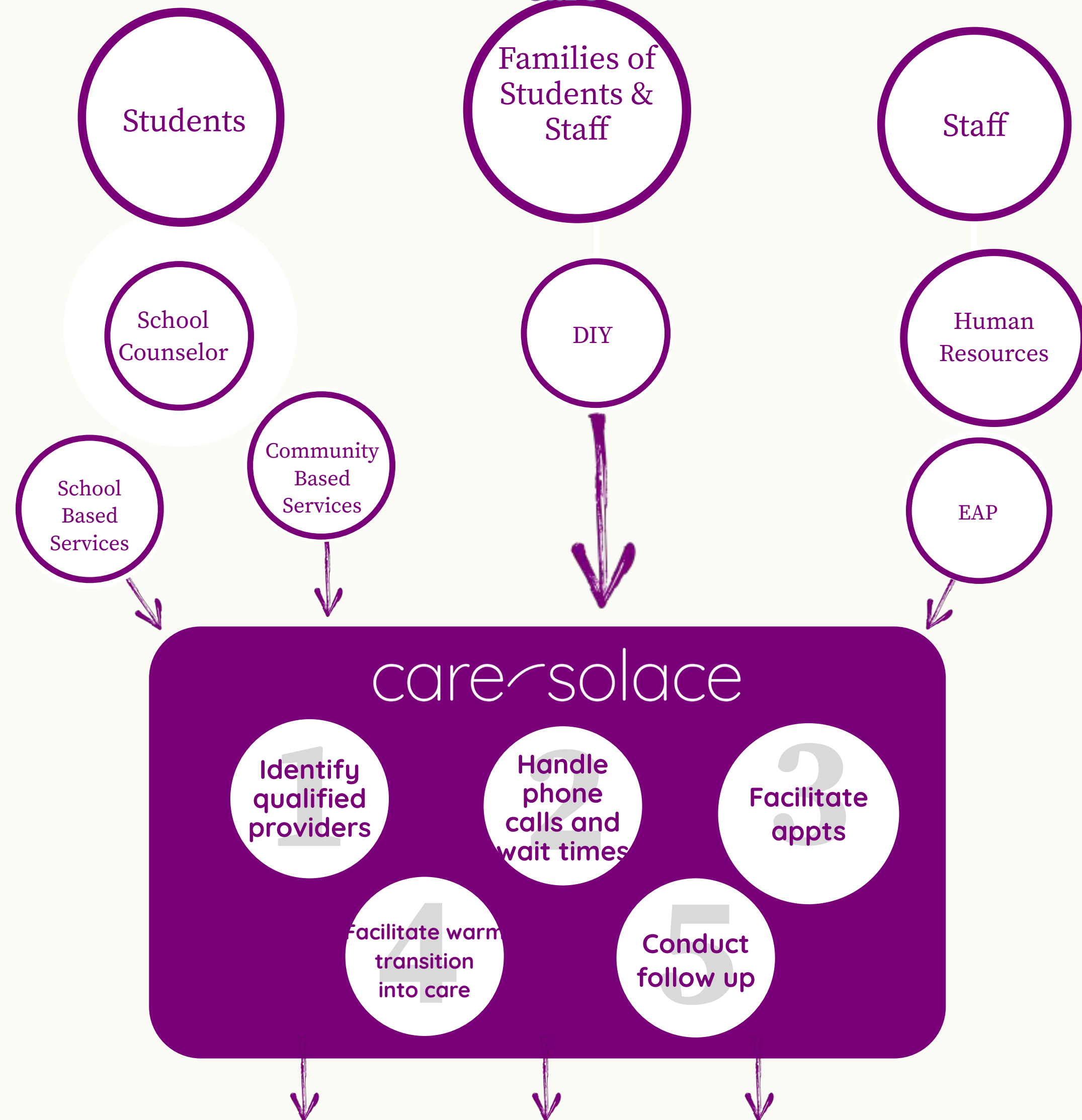
on our own



COMMUNITY BASED RESOURCES

# Let our Care Companion Service bridge the gaps and take on the burden of coordinating

care



COMMUNITY BASED RESOURCES



# Our proprietary software, Care Loop, and our Care Companions fill the gaps for school staff

## Care Loop

- Submit referrals with a Warm Handoff®
  - Avg. 15 minute response time
- Mental health tracker and timeline for student progress
- Tracking community mental health needs, referrals, utilization, connection to care
- Full case management tracking and collaboration
- Administrative dashboard for district and site views



## Care Companion

- Save staff an average of over 60 calls, emails and texts per referral
- Families are connected to Care Companion who speaks their language
- Weekly check-in calls with families in need to ensure satisfaction of progress

## Our Goal

Ensure students, families and staff can access reliable, ethical and high-quality mental healthcare services – no matter the circumstances - within 1 to 24 hours.





# Training to full implementation in 3 weeks

## **Full access to Care Loop at Strategic planning call with leadership (25 mins)**

- Custom Care Solace website link for FCUSD
- All marketing and press materials

## **Trainings tailored to specific roles:**

- Districts & school leadership (15 min)
- Staff users (30 min): all counselors, psychologists, therapists, nurses, social workers, community and parent liaisons
- Central Office departments (15 min): Communications, HR, Student Services & Family Engagement Services
- Refresher videos & trainings (10 min): as needed



# Communication plan and support

## **Ongoing help with promotion:**

- Full marketing and press packet provided at first launch call
  - Staff, community & provider announcements
  - Messaging for website, resource lists, newsletters, signatures & out of office messages
  - Press release to share with local media outlets
- Ongoing community messaging & events

## **Customized support & promotion:**

- Community Engagement Events
- Compatibility with existing tools: student information systems, learning management systems, family communication tools

# Employee Assistance Program (EAP)

Our Employee Assistance Program (EAP) is designed to help school employees deal with personal problems that seriously affect job performance. It provides a systematic way for management, supervisors and employees to deal constructively with problems related to reduced job performance before the employee's job status is jeopardized. Our EAP offers a confidential program that assists employees in dealing with concerns about:

- Marriage
- Family
- Emotions
- Alcohol
- Drugs
- Legal
- Financial
- Child Care Issues
- Elder Care Issues
- Pre-Retirement
- and more...

FCUSD employees and those living in their household  
each receive seven (7) sessions per incident

# UPCOMING VIRTUAL EVENTS AT SCHOOLS INSURANCE AUTHORITY (SIA)

**11/4/2021**

Dealing with Difficult  
People - By MHN  
12PM

**11/9/2021**

Fitness and Your Brain:  
Avoiding Dementia  
By MHN  
12PM

**11/17/2021**

Leadership  
Academy: Change  
8:30AM

**Ongoing**

- Certificated Playground Safety Inspector (CPSI) Course
- Multiple Virtual Trainings Now Available on Request
- SIA's YouTube Channel

**11/18/2021**

Smart Holiday  
Spending  
By MHN  
12PM

**12/17/2021**

Leadership Academy:  
Get it Done!  
12PM

**1/19/2022**

Leadership Academy:  
Managing Conflict  
8:30AM

**Sept/Oct**

SAI Newsletter

## UPCOMING VIRTUAL EVENTS AT SCHOOLS INSURANCE AUTHORITY (SIA) CONTINUED

**2/18/2022**

Leadership Academy:  
Get it Done!  
12PM

**3/16/2022**

Leadership Academy:  
Performance  
Improvement  
8:30AM

**4/15/2022**

Leadership Academy:  
Get it Done!  
12PM

**5/18/2022**

Leadership Academy:  
Work/Life Balance  
8:30AM



Care Solace calm the chaos of mental healthcare.



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