

Care Solace is serving over 200 school systems and has helped over 1.3 million families and staff access high-quality mental health services!



Staff FAQs

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 Care Concierge to support you through finding mental health care.
- The Care Concierge team is available 24/7 and can support your preferred 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 or Medi-Cal or sliding scale options.
- 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:

- Call 888-515-0595 any time 7 days a week to speak with someone from your Care Concierge team.
- Visit our district's Care Solace website and use the anonymous search and matching tool, or click "Book Appointment" for assistance by video chat.
- Email weserve@caresolace.org with the following information:
 - Your name and cell phone number
 - Your preferred language
 - A good time for your Care Concierge to contact you

How can I explain a Care Solace Warm Hand-off to a family?

"Our district has recently partnered with Care Solace. They have 24/7 support in place with their Care Concierge team, and with your permission I can share your basic contact information with them so they can help you find a provider who fits your needs and accepts your insurance."

- Helpful to note a preferred time for our team to call them. The Care Concierge team is available 24 hours a day 7 days a week. They will typically contact the family within twenty minutes of a Warm Hand-off unless another time is specified.
- Important to tell them to expect a call from 888-515-0595, so they answer the call

What if a therapist is not responsive to a family's communication attempts?

If the family hasn't been successful in reaching the matched provider within 72 hours:

- In the Care Loop Dashboard, the referring staff member can click "Email Me" next to the Care Concierge's name and send a brief message to let them know.
- The family can also contact us directly by calling 888-515-0595 or sending a text to their Care Concierge.

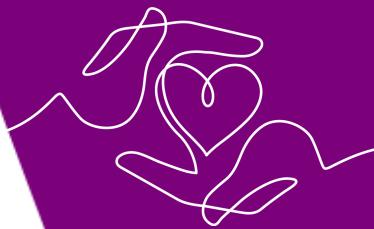
The Care Concierge will then attempt to reach the provider and conference the parent in, or find a new provider.

Contact us 24/7

888-515-0595

weserve@caresolace.org

www.caresolace.org



What if the matched therapist is not a good fit?

If the provider is not a good fit for the family for any reason:

- In the Care Loop Dashboard, the referring staff member can click “Email Me” next to the Care Concierge’s name to let them know.
- The family can also contact us directly by calling 888-515-0595 or sending a text to their Care Concierge.

The Care Concierge will then find new possible matches for the family.

What if the family needs in-person services or has a request for a therapist's cultural identity, language preference or treatment specialty?

Anytime you submit a Warm Hand-off for a student or family, put special requests in the Comments section. This can include a community provider you have in mind or any other information to help us as we search for providers.

Are there types of services or requests that take longer to find right now?

Care Solace’s priority is to find the first available appointment matched to a family’s needs. Our goal is to provide a resource as soon as possible and navigate the systemic challenges of the mental health system including providers who are not taking clients, and waiting lists.

Due to COVID-19, mental health providers are seeing a significant increase in the need for services, which may result in the Care Concierge needing longer than usual to find a provider which is accepting new patients.

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Areas which have recently been impacted:

- 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 its 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

Contact us 24/7

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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: For 2 weeks we have not been able to contact the client by email, phone, or text message.
- 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 Hand-offs: All referrals from school staff via Warm Hand-off, 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 proprietary link.

Navigating your district's custom website:

Important to note that 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.

care^{solace}
Gaining the Chaos of Mental Health Care.
A SIMPLE, FAST and SAFE Tool for Substance Abuse and Mental Health Help
The most TRUSTED community of care
In partnership with Adelphi University School District

WHAT ARE YOU STRUGGLING WITH?

Substance Use Disorders Mental Health

Complete 11 quick questions to find providers matched to your needs.

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