



Calming the Chaos of Mental Health Care.

## LAUNCH SUCCESS PACKAGE

This document provides an overview of steps to take to maximize a successful launch of Care Solace services in your district.



Training for a successful launch



Notification template to parents in English and Spanish



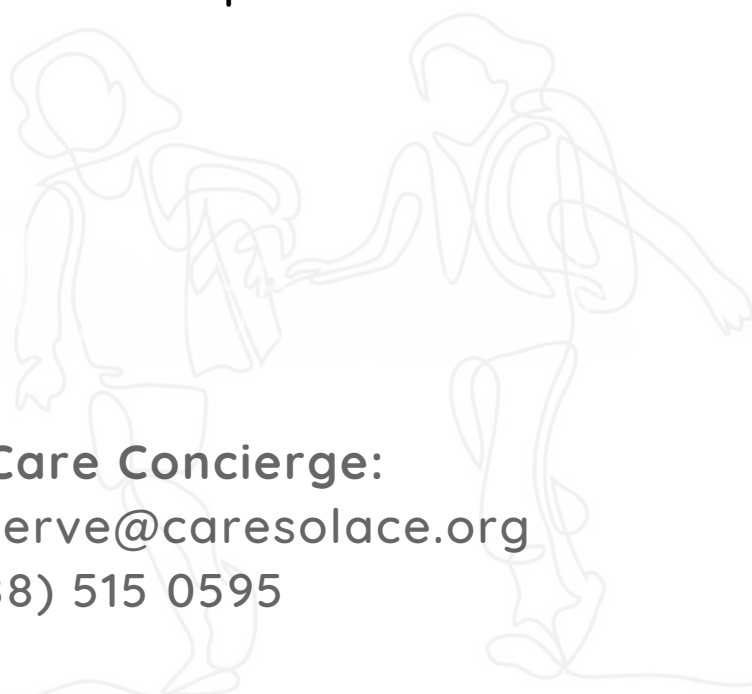
Help your district get the word out plus a Press Release sample



**For 24/7 Care Concierge:**

Email: [weserve@caresolace.org](mailto:weserve@caresolace.org)

Phone: (888) 515 0595



## TRAINING FOR A SUCCESSFUL LAUNCH

**Trainings held for a particular group are not exclusive. Your district can combine trainings as they see fit. Below are the trainings that are essential for a successful launch of Care Solace services:**

### **School Psychologists and Counselors**

30-minute training needed explaining how to utilize Care Solace services. Focus is on Warm Hand-off of parents to Care Concierge team. Can be accomplished virtually via Google Hangout or Zoom if that is efficient.

### **Site Admin (Principals, AP's, etc.)**

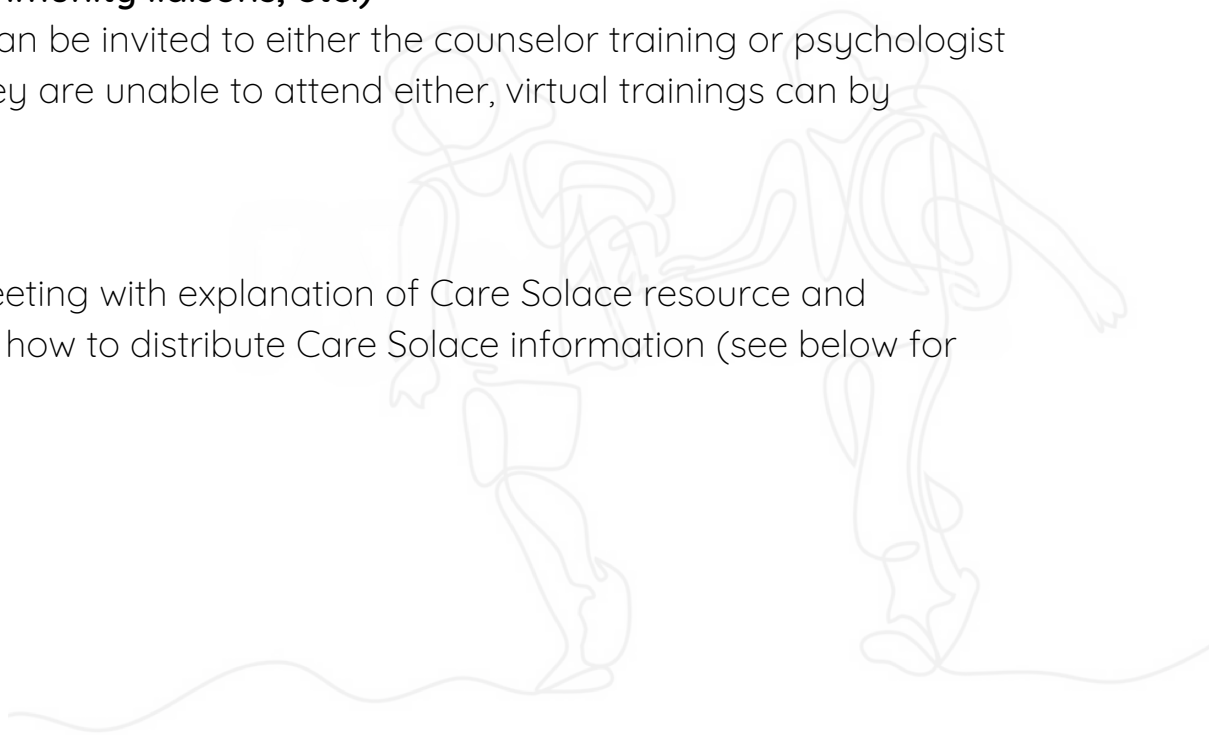
15-minute walk through explaining the Care Solace service that will be utilized by staff and parents

### **Additional staff (nurses, SAP Counselors, EHRMS counselors, social workers, community liaisons, etc.)**

These staff can be invited to either the counselor training or psychologist training. If they are unable to attend either, virtual trainings can be utilized.

### **HR staff**

15-minute meeting with explanation of Care Solace resource and discussion of how to distribute Care Solace information (see below for practices).





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## **NOTIFICATION TEMPLATE TO STAFF WELLNESS FLYER**

### **■ ENGLISH FAMILIES LETTER**

- ENGLISH
- SPANISH
- CHINESE



Care Solace | 1596 N. Coast Hwy 101, Encinitas, CA, 92024  
For inquiries, reach us at: Email: [weserve@caresolace.org](mailto:weserve@caresolace.org) | Phone: (888) 515 0595



Calming the Chaos of Mental Health Care.

## STAFF WELLNESS PROGRAM

Care Solace makes it easier for staff and their families to connect with mental healthcare resources and providers in their communities.

### OUR PURPOSE

We connect communities to reliable, ethical and high-quality mental healthcare services.

Care Solace makes it easier for staff and their families to connect with mental healthcare resources and providers in their communities.

### 24/7 CARE CONCIERGE TEAM

The Care Concierge takes the stress off of district staff by breaking down the barriers to mental healthcare. Care Solace is a resource available to district families and staff for free.

This 24/7 team of care coordinating experts guide and support families throughout the entire process. We only refer to trusted and ethical providers. We speak English, Spanish, Mandarin, Cantonese and Vietnamese.

### 24/7 CONCIERGE ASSISTANCE

- Accessing vetted mental health providers
- Discovering virtual therapy options
- Assessing provider availability
- Reducing wait times into care
- Navigating Insurance or no insurance
- Scheduling an appointment(s)
- Phone, email, video chat
- Response time is typically within 15-minutes or less

### TALK TO US

1-888-515-0595

[weserve@caresolace.org](mailto:weserve@caresolace.org)

[www.caresolace.com/ascipmembers](http://www.caresolace.com/ascipmembers)

Please note, Care Solace is not an emergency response service. In the event of a life threatening emergency, please call 9-1-1 or the National Suicide Hotline 1-800-273-8255.

[www.caresolace.org](http://www.caresolace.org)



## ASCIP MEMBER DISTRICTS

### Dear ASCIP Families,

ASCIP Districts foster a culture that promotes the health, safety, and well-being of students and parents. In an effort to continuously support this commitment, the district has made an agreement with Care Solace.

Care Solace is an online resource with a live 24/7 concierge meant to assist individuals in finding local mental health related programs and counseling services. Care Solace's web-based system works alongside our multi-tiered systems of support (MTSS) as a tool for school staff and families to connect with community-based mental healthcare resources and providers. The proprietary care navigation system taps into a vast database of mental healthcare resources to find carefully vetted local therapists and programs in minutes.

### School district staff and families may access Care Solace services in two ways:

1. Call (888) 515-0595 to speak with someone from your Concierge team
  - Representatives are standing by to take your call or email 24/7
2. Visit your custom district link is [www.caresolace.com/ascipfamilies](http://www.caresolace.com/ascipfamilies)
  - Answer ten easy questions to receive an extensive list of referrals to applicable care providers. Care Solace takes into account all types of private insurance including Medi-Cal, Medicaid, and Medicare and those that have no insurance. The platform also filters by age, gender, zip code and special request.

Care Solace is now available for use by district students, staff, and families at no cost. Care Solace does not require a name, address, phone number, or date of birth. All information entered on the Care Solace tool is completely confidential and securely stored.

Please note, this service is an optional resource available by choice and is not mandatory in any way. If you are interested in seeking counseling-related services at this time, please consider visiting [www.caresolace.com/ascipfamilies](http://www.caresolace.com/ascipfamilies)

**Warmest regards,**

**Dan Sanger**  
Executive Director of Health Benefits  
ASCIP.org



## ASCIP MEMBER DISTRICTS

### Querido Personal de ASCIP,

El Distrito Escolar Jefferson Union fomenta una cultura que promueve la salud, la seguridad y el bienestar de los estudiantes, el personal y los padres de familia. En un esfuerzo para apoyar continuamente este compromiso, el distrito ha hecho un acuerdo con Care Solace.

CareSolace es un recurso en línea con un conserje en vivo 24X7 enfocado en asistir a las personas en encontrar servicios locales relacionados con programas de salud mental y servicios de asesoramiento y terapia. El sistema basado en la web de Care Solace, funciona junto con nuestros sistemas de apoyo de múltiples niveles (MTSS), como una herramienta para que el personal escolar y las familias se conecten con los recursos y proveedores de atención de la salud mental basados en la comunidad. El sistema de navegación de atención patentada, aprovecha una vasta base de datos de recursos de salud mental, para encontrar en minutos terapeutas y programas locales cuidadosamente examinados.

El personal escolar y las familias, pueden acceder a Care Solace de dos maneras:

1. Llamando al (888) 515-0595 para hablar con un representante de nuestro equipo de conserjes. Nuestros representantes están listos para atender su llamada o correo 24/7
2. Visita el enlace personalizado de tu distrito: [www.caresolace.com/ascipfamilies](http://www.caresolace.com/ascipfamilies)
  - Responda diez preguntas fáciles para recibir una extensa lista de referencias a proveedores de atención médica. Care Solace tiene en cuenta todos los tipos de seguros privados, incluidos Medi-Cal, Medicaid y Medicare, y aquellos que no tienen seguro. La plataforma también filtra por edad, sexo, código postal y solicitud especial.

Care Solace ya está disponible, para que lo utilicen los estudiantes, el personal y las familias del distrito si ningún costo. Care Solace no requiere un nombre, dirección, número de teléfono o fecha de nacimiento. Toda la información ingresada en la herramienta Care Solace, es completamente confidencial y se almacena de forma segura.

Tenga en cuenta que este servicio es un recurso opcional disponible por elección y no es obligatorio de ninguna manera. Si está interesado en buscar servicios de asesoramiento en este momento, considere visitar: [www.caresolace.com/ascipfamilies](http://www.caresolace.com/ascipfamilies)

Un cordial saludo,

**Dan Sanger**  
Executive Director of Health Benefits  
[ASCIP.org](http://ASCIP.org)



## ASCIP MEMBER DISTRICTS

### 亲爱的父母以及监护人，

ASCIP Districts 联合学区致力营造可促进学生，教职员工，和父母健康，安全和幸福的氛围。为了不断支持这一承诺，学区先已批准与Care Solace达成协议。

Care Solace是一个在线资源，具有24X7实时服务平台，旨在帮助个人找到当地的心理咨询师的服。Care Solace的网上系统与我们的多层支持系统（MTSS）同时配合使用，可作为学校教职员工和家庭与社区的心理健康资源和咨询师连接的工具。专有的搜寻系统可让您在几分钟之内在庞大的心理健康资源数据库里找到经过严格审查的本地心理咨询师。

学区的工作人员和家庭可以通过两种方式获得“关爱援助”服务：

1. 致电 (888) 515-0595 与您的礼宾团队成员交谈
  - 客服随时待命接听您的电话或电子邮件24/7
2. 访问您的学区域链接 [www.caresolace.com/ascipfamilies](http://www.caresolace.com/ascipfamilies)
  - 您只需要回答十个基本问题，即可获得适合您情况的心理咨询师的信息。Care Solace可以帮助拥有所有类型的私人保险的家庭，包括Medi-Cal，Medicaid和Medicare，或没有保险的人士。该系统还按年龄，性别，邮政编码和特殊要求进行过滤心理咨询师选择。

现在，Care Solace可供学区学生，教职员工和家庭免费使用。Care Solace不需要姓名，地址，电话号码或出生日期。在Care Solace工具上输入的所有信息都是完全机密和安全存储的。

请注意，此服务是可选的可选资源，并非以任何方式强制性的。如果您现在有兴趣寻求与咨询相关的服务，请考虑访问 [www.caresolace.com/ascipfamilies](http://www.caresolace.com/ascipfamilies)

Warmest regards,

Dan Sanger  
Executive Director of Health Benefits  
ASCIP.org



## RECENT PRESS RELEASE

**ELK GROVE, CALIF. AND SAN DIEGO (PRWEB) FEBRUARY 18, 2020**

Care Solace, an organization determined to calm the chaos of mental healthcare coordination, has been selected by the Elk Grove Unified School District (EGUSD) to support behavioral and mental healthcare referrals for its nearly 63,000 students, families and staff members. Care Solace equips school districts with a web-based tool that makes it easier for students, families and staff to connect with mental healthcare resources and providers in their communities.

“School is more than a place to learn, it’s a place where students come to feel embraced, included and supported and with more than 400 referrals made in the first two weeks of our soft rollout, we see that there’s an unmet need,” said Don Ross, director of student support and health services at EGUSD. “We chose Care Solace for their unique ability to further our commitment to finding solutions that strengthen the health and safety of our learning community.”

According to Child Trends, quick and easy access to evidence-based intervention offers the best opportunity to reduce the burden of economic and health costs associated with mental health disorders. Care Solace’s care navigation system uses proprietary technology and the largest database of behavioral and mental healthcare resources in California to find carefully vetted local therapists and programs in minutes.

Families of EGUSD will also have access to an around-the-clock Care Concierge team, where experts guide families through processes related to insurance, provider availability, wait times and scheduling.

“By partnering with a mission-driven school district like Elk Grove Unified, we’re paving a new path forward to connect students to verified community-based resources in times of need. There are many barriers that make it difficult for schools and families to get mental healthcare. We want to lift that burden so they can focus on what’s most important – getting well,” said Chad Castruita, founder of Care Solace. “We couldn’t be more proud to support Elk Grove Unified in strengthening the wellbeing of their community.”





## RECENT PRESS RELEASE CONT'D

Care Solace provides the network necessary to help faculty, students and families determine when support is needed, and assists in coordinating community-based mental healthcare options. In areas with limited access to behavioral and mental healthcare resources and providers, professional counseling is available through online therapy sessions. Last year alone, more than 80,000 school staff and parents used the pre-screening tool, and at least 30,000 students received mental healthcare services as a result. Care Solace has facilitated an estimated 4,000 crisis interventions. Care Solace is now available to EGUSD families and staff. For more information about Care Solace, please visit <https://www.caresolace.com/>.

### About the Elk Grove Unified School District

The Elk Grove Unified School District (EGUSD) is the fifth-largest school district in California located in southern Sacramento County. EGUSD covers 320 square miles and includes 67 schools: 42 elementary schools, nine middle schools, nine high schools, five alternative education schools, an adult school, one charter school and a virtual academy. Offering a multitude of educational programs, including over 70 career-themed academies and pathways within 15 industry sectors, we prepare our students for college and career by supporting them with the means to be creative problem solvers; self-aware, self-reliant, and self-disciplined; technically literate; effective communicators and collaborators; and engaged in the community as individuals with integrity. We integrate rigorous academics with career-based learning and real-world workplace experiences and ensure that Every Student is Learning, in Every Classroom, in Every Subject, Every Day to Prepare College, Career and Life Ready Graduates.

### About Care Solace

Care Solace is on a mission to calm the chaos associated with mental healthcare coordination for high school and college students. The organization's web-based system works alongside multi-tiered systems of support (MTSS) as a tool for school staff and families to connect with community-based mental healthcare resources and providers. The proprietary care navigation system taps into a vast database of mental healthcare resources to find carefully vetted local therapists and programs in minutes. In 2019, more than 80,000 school staff and parents used the Care Solace pre-screening tool. At least 30,000 students received mental healthcare support as a result.

