

CARE SOLACE

LAURA ESTES, MLUSD SCHOOL COUNSELOR

Who is Care Solace?

- ▶ Care Solace is a mental health care coordination service
- ▶ Partnered with over 200 school institutions
- ▶ Currently serving roughly 2 million students, with over 5 million people who have access
 - ▶ Students and students families
 - ▶ Staff and staff families

- ▶ Funding Source: El Dorado County Office of Education

What problem is Care Solace solving?





Database of Providers

- ▶ Resources never advertise or have a “pat-to-play” agreement with them

Vetted and Matched by:

- ▶ Insurance they accept
- ▶ Ages they work with
- ▶ Specializations they have (DSM-5)
- ▶ Location and current contact information

What Care Solace is not:

- ▶ Diagnosticians or treatment providers
- ▶ Providers of medical care resources; substance use disorders and mental health care only
- ▶ Substitutes or replacements for school personnel or others

If someone is a danger to themselves or others, call the National Suicide Hotline or 911

How can Care Solace be utilized?

- ▶ Families, students, and staff can search or call on their own
 - ▶ Confidential
 - ▶ Anonymous
 - ▶ <https://caresolace.com/site/mlusd/>
- ▶ Laura Estes, MLUSD School Counselor, or Evan Eropkin, MLUSD School Psychologist, can submit a “Warm Hand Off” for a student or family (not for a colleague)
 - ▶ Care Loop Dashboard

Warm Hand-Off to Care Concierge

- ▶ The Care Concierge is a 24x7 services for parents and staff
- ▶ Experts at hand-holding families through the mental health care process

Warm Hand-Off to Care Concierge

- ▶ Navigate insurance
- ▶ Check availability and wait time of resources
- ▶ Link families and book appointments with trusted mental health resources
- ▶ Multilingual 24/7 Team

Care Loop: Benefits and Features

- ▶ Secure custom dashboard
- ▶ Real time updates on Hand-off status
 - ▶ Contacting, Matching, Pending Appt, Appt, Pursued other options
- ▶ Tracking of all activity: calls (80), emails & texts (87)
- ▶ Ability to contact Care Concierge

MLUSD Roll Out of Care Solace

- ▶ January 20 – School Counselor Trained on Care Solace Dashboard and Registered on Care Solace
- ▶ January 25 – Letter sent to staff with information
- ▶ January 27 – Staff Meeting Presentation about Care Solace at IC and HG with Tyler Chamness, Care Solace Client Relations Manager
- ▶ January 27 – Email with training slideshow and video of Tyler explaining was sent to ALL Certificated and Classified Staff
- ▶ January 27 – Email to parents and all-call to all parents (in English and Spanish)
- ▶ February 3 – Emailed Admin Leadership Team the training slideshow to distribute to staff that was not at a staff meeting
- ▶ February 5 – School Psychologist Registered on Care Solace
- ▶ February 10 – School Psychologist Trained on Care Solace Dashboard
- ▶ February 10 – Presentation to School Board
- ▶ Warm Hand Offs – 8 Already!

Questions?