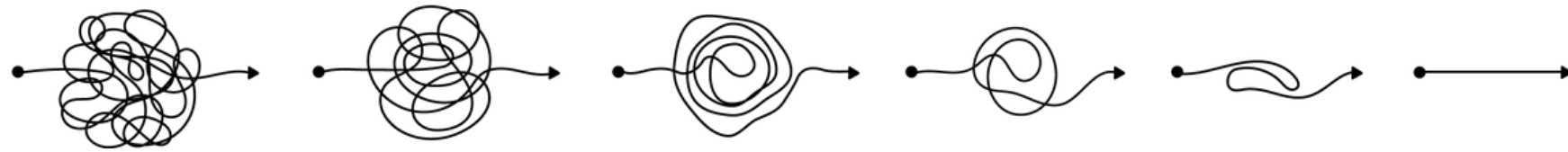


Calming the Chaos of Mental Health Care



care/solace

Provided by Peninsula Health Care District

San Mateo-Foster City School District

Board Update: November 18, 2021

San Mateo County Pilot

In December of 2020, San Mateo County Office of Education, Peninsula Health Care District & Sequoia Healthcare District & partnered with Care Solace to provide county-wide care coordination services for a six month pilot from January - June 2021.

After a successful pilot, Peninsula Health Care District, Sequoia Health Care District & SMCOE all agreed to extend Care Solace Services for an additional 3 years.

January

- Announcement of pilot to school district & site leadership
- Trainings at county-wide mental health collaboration meetings for school counselors, wellness leads, mental health staff & student services leadership
- Launch calls with individual districts

February

Meetings & Trainings:

- Finished mental health collaborations
- Trainings for school-based mental health staff
- Meetings with local providers

March -
May

- All district staff fully trained
- Monthly Healthy Schools Initiative Lead Meeting
- Community promotion, presentations & events
- Monthly messaging templates
- County Office meeting with district HR Directors
- Board updates on pilot progress & impact

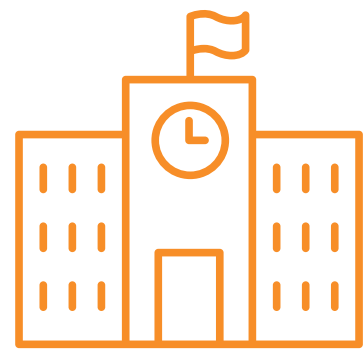
Aug-
Oct

- Refresher trainings
- Seasonal Messaging



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

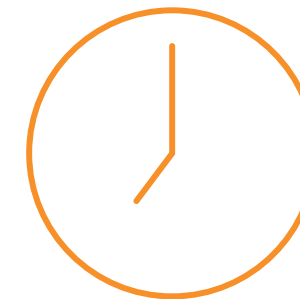
...to ensure that every person with mental health or substance use challenges can quickly find quality care matched to their unique needs, regardless of circumstances.



4K
Schools



3M
Students



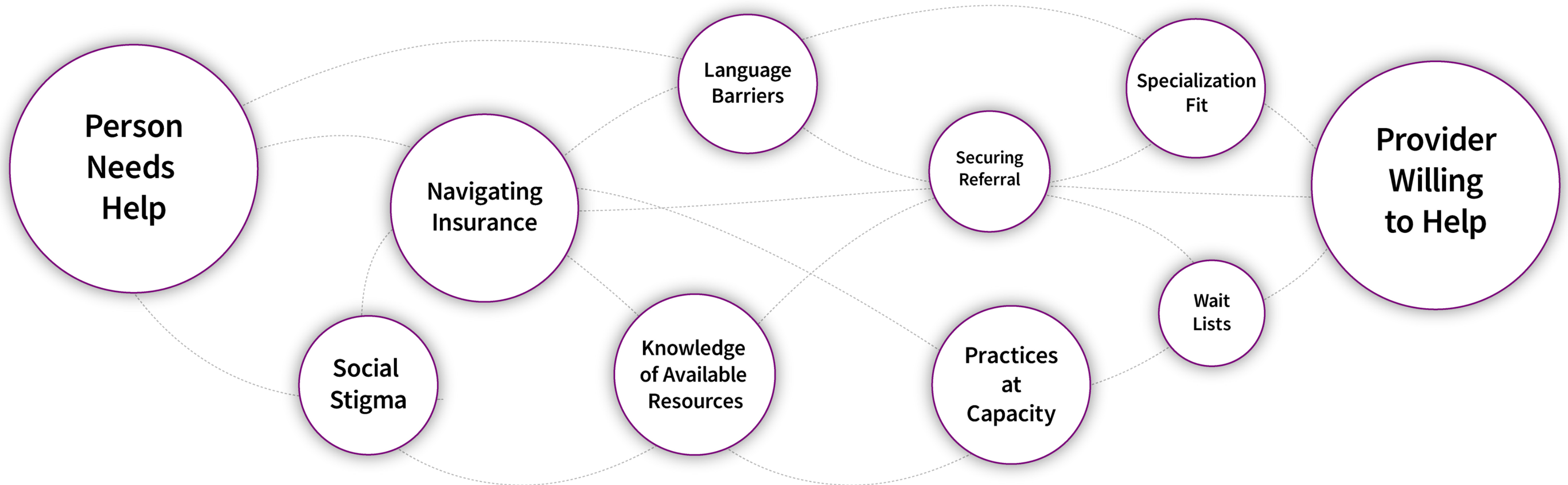
233K
Hours saved



12 M
Staff & Family Members

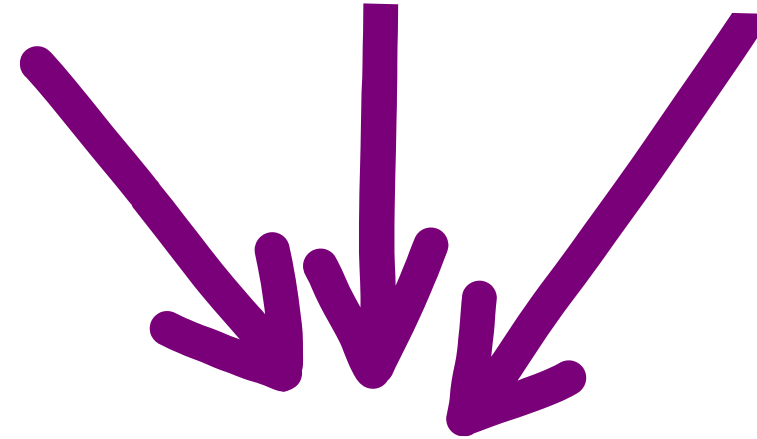


Systemic inequities make navigating and finding quality mental care nearly impossible



Care Solace ensures access for all

students, staff, & family members

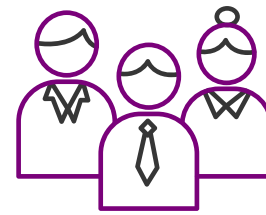


care/solace



Warm Handoff®

Full referral
tracking



**Care
Companions™**

Personalized
support



Care Match™

Anonymous
custom
search



Care Solace makes finding help easy...
and will follow-up to ensure satisfaction.

Person
looking
for help

1
Quick
matching
to suited
providers

2
Make calls
to confirm
fit & wait
times

3
Facilitate
appts &
transition
to care

Person
gets help

4
Follow up
to ensure
satisfaction

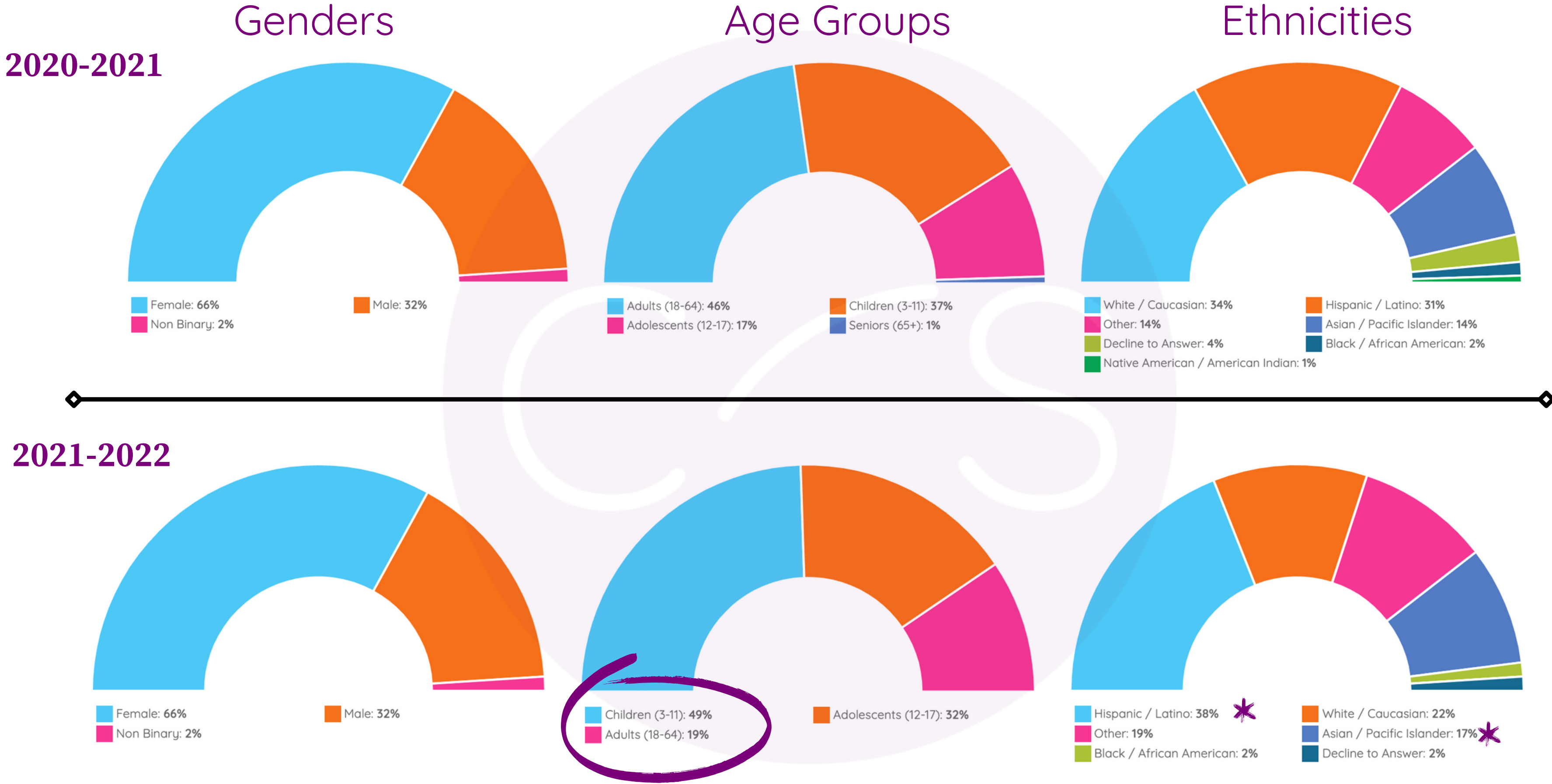
San Mateo-Foster City School District - Utilization

	Jan	Feb	March	April	May	June	July	August	September	October	November	Total:
Inbound Interactions	28	106	249	111	161	212	102	56	162	191	53	1431
Communications saved	201	414	612	475	708	1121	498	285	800	879	273	6266
Warm Handoffs®	8	14	23	7	23	17	0	7	17	16	7	139
Family Initiated Cases	0	2	1	0	1	3	0	0	0	3	0	10
Total appointments into care	1	6	10	7	10	8	12	2	6	9	6	77
Appointment % rate	13%	38%	42%	100%	42%	40%	N/A	29%	35%	47%	86%	52%
Anonymous searches	17	37	8	12	4	6	2	4	8	2	1	101

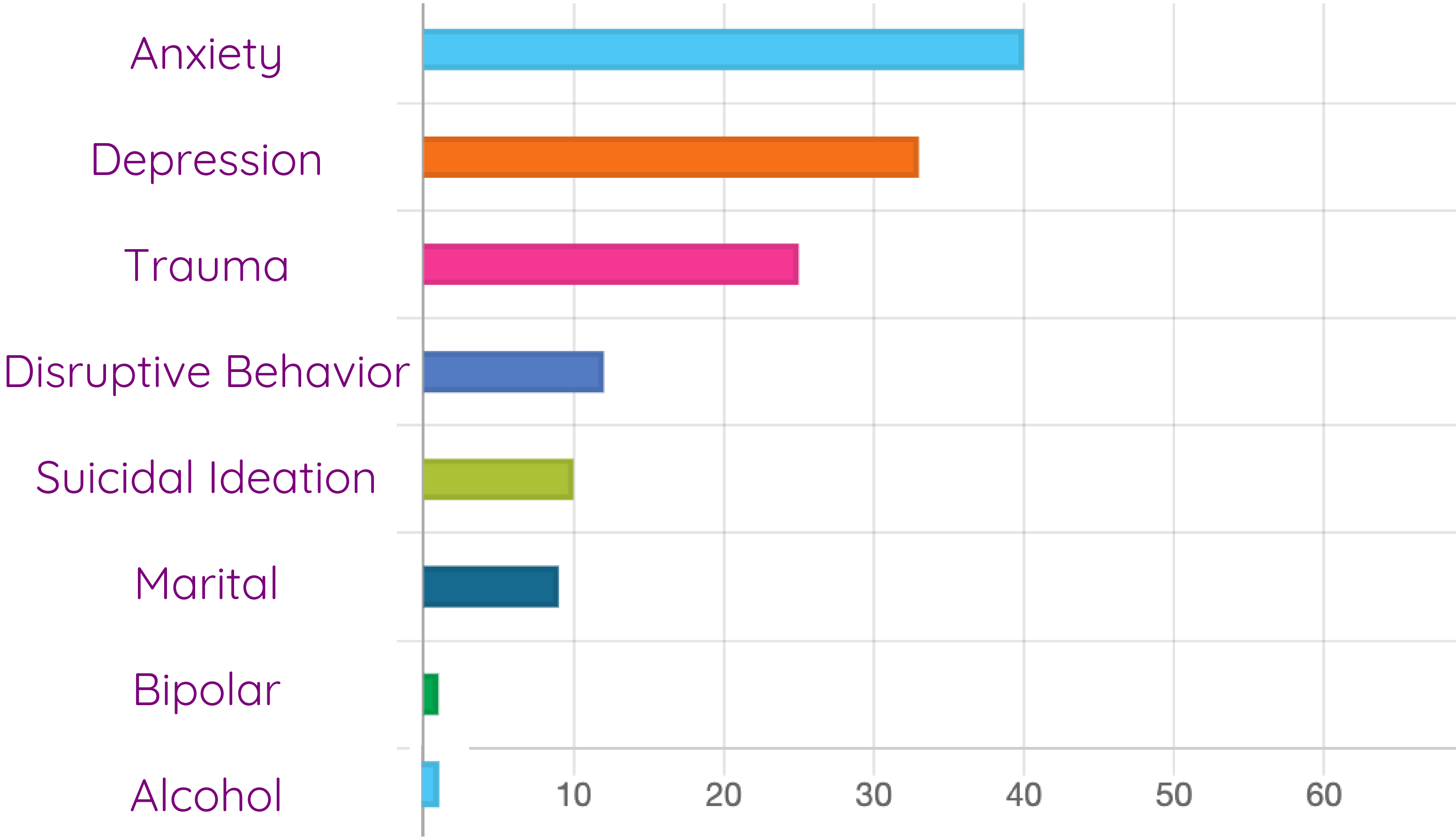
Key Performance Indicators Defined:

- 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

San Mateo-Foster City's Demographics



San Mateo-Foster City School District's Needs

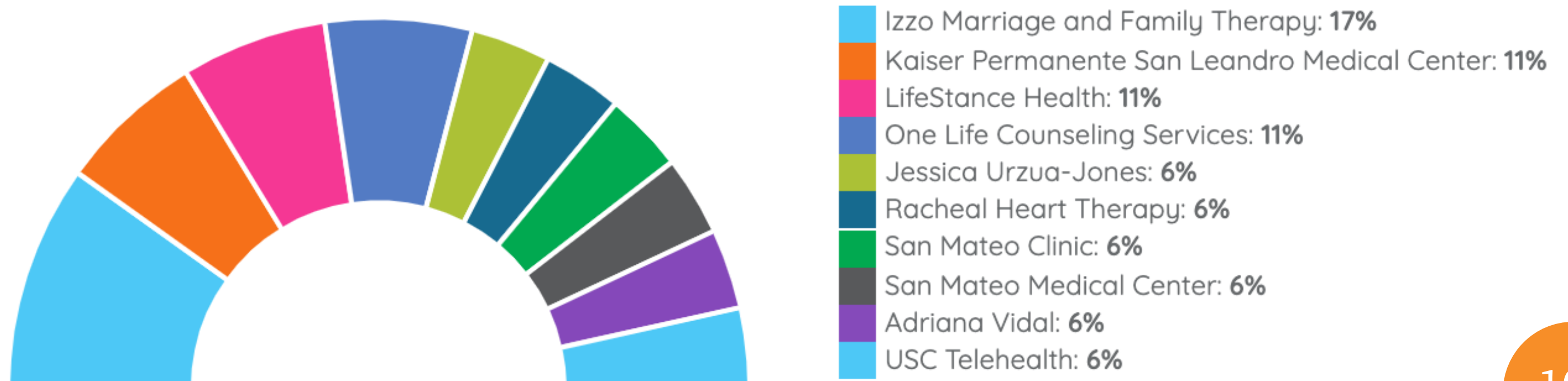


San Mateo-Foster City Most Used Insurances & Providers

Top 10 Insurances



Top 10 Community Providers



A Staff Testimony

I just wanted to take a moment on letting you know how much I love Care Solace. It has made my job as a School Counselor **a lot easier**. It is so helpful. I have made about 8 referrals and my families have all had **great experiences** with them. I love how **fast and efficient** everything runs. Thank you so much for providing this for us this school year.

San Mateo-Foster City School District Counselor
June 2021

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
- Add resource to email signatures & out of office messages
- Print & distribute fliers and postcards for events
- Include in regular reporting to the board
- Publish a press release related to resources available in district



Care Solace's coordination services are available at no cost to San Mateo County Public School students, staff, and their families.

Provided by Peninsula Health Care District

care/solace®

Calming the Chaos of Mental Health Care

Find the right help at the right time.

888-515-0595 | available 24·7·365 in any language