



**AGREEMENT WITH  
CARE SOLACE, INC. FOR  
SOCIAL AND MENTAL HEALTH CARE  
COORDINATION SERVICES**

City Council Meeting  
October 1, 2024  
Agenda Item 15.1



**\$43.3 Billion** in National Opioid Settlement Funds

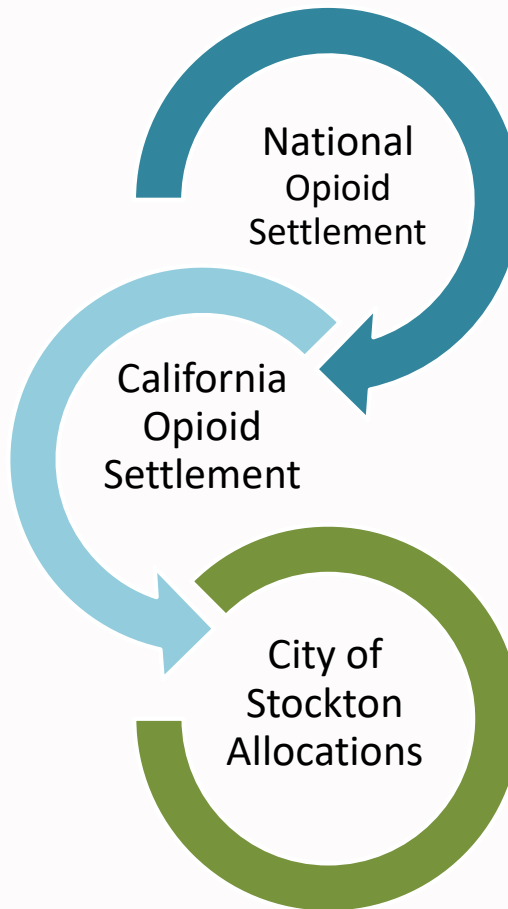
**\$3.875 Billion** to California

- 15% to State
- 85% to Local Jurisdictions

**0.3256176%**

Stockton's weighted allocation percentage of local jurisdiction portion

**\$2.9 Million** distributed to Stockton since inception



**All funding distribution subject to availability from Opioid Settlements**

Source: California Department of Health Care Services

## Current Settlement Agreements

<u>ENTITY</u>	<u>DISTRIBUTION PERIOD</u>
Janssen	2022 - 2031
Distributors: <ul style="list-style-type: none"><li>• McKesson</li><li>• Cardinal Health</li><li>• Cencora (formerly Amerisource Bergen)</li></ul>	2022 - 2038
Allergan	2024 – 2029
CVS	2024 – 2032
Walgreens	2024 - 2037
Walmart	2024 - 2028
Teva	2024 - 2035

### Pending Settlement Agreement

Kroger

### Bankruptcy Settlement

Mallinckrodt 2022-2023

## PROJECT SCOPE

- ❖ All funding distribution is subject to availability from California Opioid Settlement Agreements, and no funding is guaranteed.
- ❖ Funding up to the Not-to-Exceed amount will only be provided during the contractual term.
- ❖ Agreement is the second of anticipated initiatives for utilizing OSA funds during multi-year tranches.
- ❖ The City will continue to explore other Allowable Uses of Funds with additional community partners.

# USE OF OPIOID SETTLEMENT FUNDS

## *High Impact Abatement Activities (HIAA)*

- ✓ Support centralized call centers that provide information and connections to appropriate services and supports for persons with Opioid Use Disorder (OUD) and any co-occurring Substance Use Disorder/Mental Health (SUD/MH) conditions.
- ✓ Purchase automated versions of Screening, Brief Intervention, and Referral to Treatment (SBIRT) services, and support ongoing costs of the technology.
- ✓ Expand warm hand-off services to transition to recovery.

**Source: CA Department of Health Care Services, Exhibit A,  
Final Settlement Agreement: List of Opioid Remediation Uses**

# care/solace<sup>®</sup>

Calming the Chaos of Mental Health Care



Stockton City Council  
October 1, 2024  
Item #15.1

The Challenges are many & often invisible.

My story.

Your residents.

Our mission.



## Navigating services/care is difficult



## The Situation increases complexity



Resources & services  
are fragmented



Providers are limited

**Care Solace is a hub  
a front door to all mental health and  
social services.**

**We connect all residents to the  
support they need.**

**We navigate the associated chaos  
of specialization, insurance,  
language, culture, eligibility, and  
availability.**

**We make access to mental health  
and social services easy, inclusive,  
and dignified.**

NEWS > ENEWS > FEATURED

## An 'Open Table' Solution for Mental Health

HEALTHCARE: Care Solace Expanding into Schools, Municipalities

BY JEFF CLEMETSON

MAY 5, 2023

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In 2012, Chad Castruita experienced a mental health crisis in that led to substance abuse, thoughts of suicide and, ultimately, homelessness. Although both his parents were educated, well-insured and well-connected in San Diego, it still took them nearly six months to find the treatment he needed to get well.



*Chad Castruita  
Founder & CEO  
Care Solace*

“When I was stabilized and started to put the pieces of my life back together, it resonated in me how hard it was for my own family to find support and they have the best insurance and a lot of access,” he said. “I often wondered about those families that don’t have access and are uninsured or under the Medi-Cal system in California. How do they navigate these systems?”

With the pieces of his own life put back together, Castruita set out to improve the process of finding care for mental health and substance abuse issues.



## Our Model



## Our Services

### 500+ Care Companions™



Departments, agencies, employees, residents connect through a dedicated city QR code, or with a single call or text. Our Care Companion team is available 24/7/365 in 200+ languages to coordinate care.



**Call a Care Companion**

### Warm Handoff®



Communities use our proprietary software to easily submit referrals. We navigate the mental health care system and report on impacts.



**Scan a QR code**

### Care Match™ Self-Serve Tool



For an anonymous pathway to care, your residents and employees can utilize Care Match, our self-serve tool, to find verified providers on their own.



**Access the Care Match**

### 563K Verified Providers



Care Solace has the largest network of verified mental health providers in the US, as well as social services in each community.



**Call a Care Companion**

## Care Solace access to care

1

Resident needs help, but doesn't know where to begin.

2

Resident accesses Care Solace from the county's and cities' website.

3

Resident can search for help on their own using Care Match or call a Care Companion who will provide personalized support.

4

Care Solace will match the resident with customized resources, coordinate care and closes the loop for the city through reporting.



**Call a Care Companion**



**Scan a QR code**



**Access the website**

**A streamlined, effective approach for first responders, agencies, and county departments to refer residents**



Call (888) 515-7881  
or scan the QR code below  
to access the website



[ca.caresolace.com/](https://ca.caresolace.com/)  
[CareSolace.org/NationalCity](https://CareSolace.org/NationalCity)

# Care Companions are with the resident every step of the way



## Complete Screening

Our empathetic screening is designed to build trust and better understand the individual's need.

24/7/365

Services provided in more than 200 languages.



## Get Matched

Individuals gain access to more than 573K specialized providers across the country to find care matched to their specific needs.



## Book Appointment

The best provider options are presented to the individual for selection and we assist them in booking the first available appointment.



## Check-In

We follow-up after the appointment to ensure we delivered on all of the individual's requests and they are satisfied with their provider.

# Care Match provides an anonymous self-service tool for city residents, partners & departments to search on their own



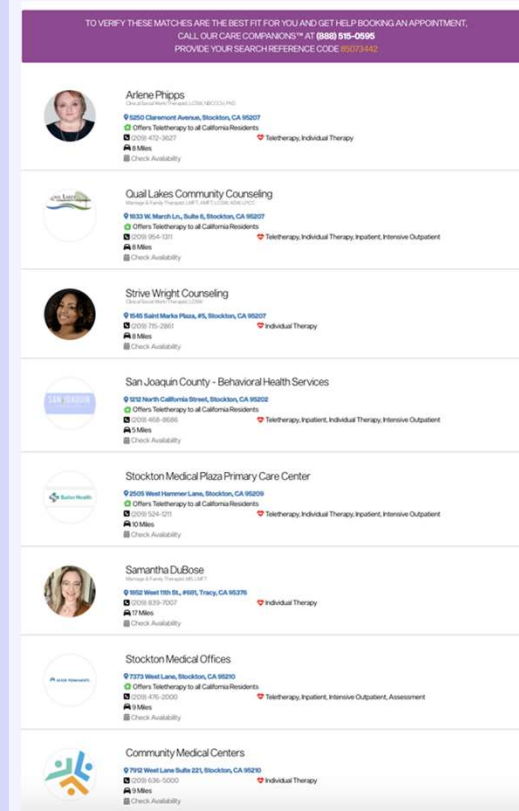
Instant translation  
Instant access to Care Companions via call, text, chat, email

Resident search guided by a series of questions

Gender  
Age  
Zip code  
Clinical need  
Treatment requested  
Insurance  
Language

Resident matched to providers based upon the responses to questions

Provider name  
Location/address  
Phone  
Check availability  
Care Companions





# Care Solace is already supporting Stockton residents



Stockton Unified School District

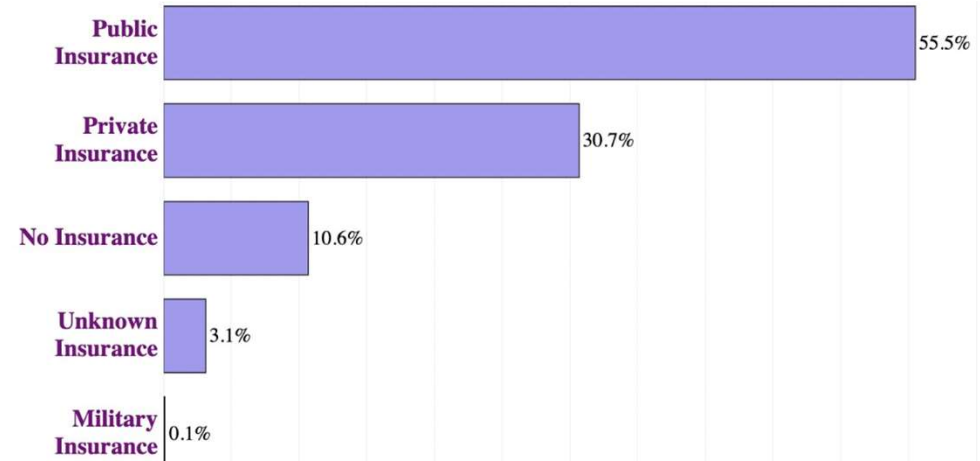
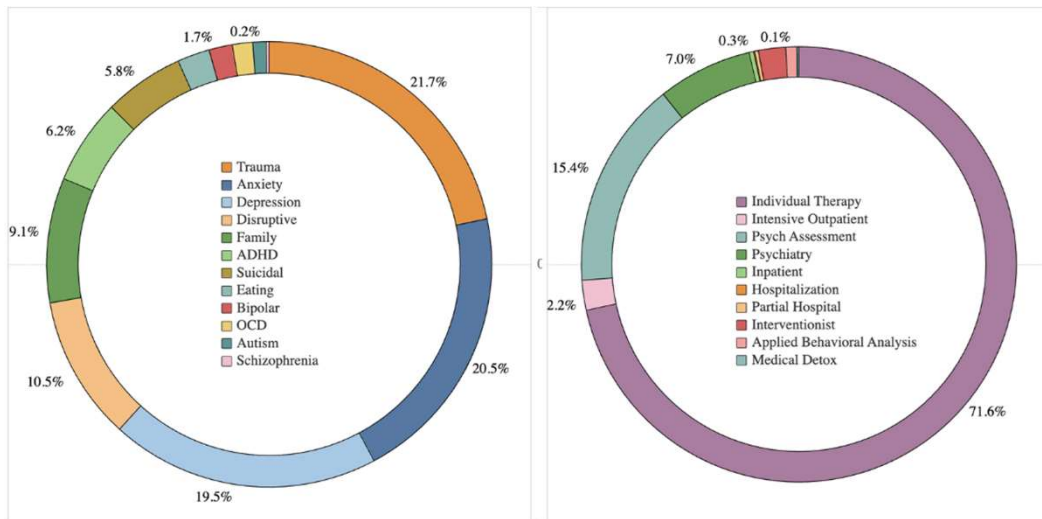
36,500 students



**58,377**  
Services provided



**9 days**  
Time to appointment  
(This is client dependent)

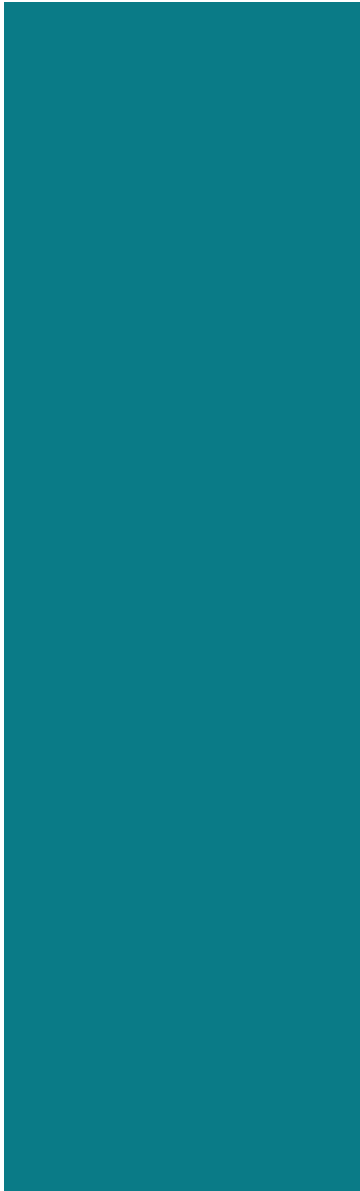


## Proposed Pricing (preferred pricing for Stockton)

Stockton population	322,000
School District population	36,500
Stockton population to be covered	285,500
Pricing \$1.00/resident/year (discounted from \$2.00/resident/year)	
<b>Total annual price</b>	<b>\$285,000</b>



## RECOMMENDATION

- Approve findings pursuant to Stockton Municipal Code section 3.68.070 to justify and support an exception to the competitive bidding process.
  - Award a Professional Services Contract to Care Solace, Inc. of Cardiff, CA in the Not-to-Exceed amount of \$855,000 for a three-year term, to provide social and mental health care coordination services utilizing funds received through the National Opioid Settlement Agreements.
  - Authorize the City Manager to take appropriate actions to carry out the purpose and intent of this motion.
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