

care/solace<sup>®</sup>

Proposal for Services  
Stockton, California

February, 2024

# General Proposed Scope

Care Solace will deliver services to City residents, departments and agencies through the following:



**Care Companions** provide care coordination for City residents, departments and agencies. Care Companions assess the situation, find appropriate providers, secure an appointment, and follow through on care.



**Care Match** is our online tool for self-guided care navigation. This portal/software supports self-guided access to the Care Solace provider network. This is an anonymous search tool that offers the same providers' search capabilities to all City residents and agencies and their families. The link to this software can be made available to residents and agencies on any website or benefit platform.



**Care Loop** is our proprietary software for case management. The City will define with Care Solace the select individuals needing access to Care Loop. Workflows will be developed during the implementation process to maximize impact. Care Solace will provide training and support for all Care Loop users.



**Care Solace Provider Database** offers City residents and agencies access to more than 473,000 verified mental health providers, including those offering advanced pathways to care. Providers are geo-coded so an individual can select a local provider for in-person sessions if that is their preference. Selection filters also include language, ethnicity, age, specialization, and more.



**Social Services** database offers individual access to social services to support all of the social determinants of health.



**Client Success Team** A dedicated Client Success team will ensure the delivery of services to City residents and agencies and will provide data and impact reporting to the city team.



**Care Loop** is a proprietary software through which authorized staff can view and track activities and impacts. The City's designated contacts will see real-time updates on the progress of cases. Care Loop includes an administrative dashboard with live anonymized data on the community's mental health needs and key performance indicators.

**Care Companions** provide empathetic, personal support that lowers stigma and expedites connection to well-matched care. The team is available by phone, email, video chat, or text 24 hours per day, 7 days per week, 365 days per year, and can coordinate care in over 200 languages. Care Companions are dedicated advocates, helping people looking for treatment every step of the way, finding providers based on needs, making calls to confirm availability and specialties, scheduling appointments, following up to see if appointments are attended, and if Care Solace and provider services have met expectations. If not, they will assist in locating additional providers.

Care Companions will research options based on language, treatment modalities, preferences for cultural identity, religious background, gender of a therapist, or insurance: free, low-cost, or private pay options, and more. Before connecting an individual with a resource, the Care Companion will verify that the provider matches the needs of the individual and will confirm the provider has been through our verification process.

Care Companions are experienced in care coordination and empathetic customer service - supporting individuals in need from diverse cultural and socioeconomic backgrounds - and navigating the mental health and insurance systems. Each Care Companion receives 150 hours of extensive training before supporting Care Solace users. Their initial training and ongoing professional development covers topics including: mandated reporting; mental health and substance use awareness; pathways of care; cultural and LGBTQIA+ awareness; nuances of mental health and insurance systems; suicidal ideation; and supporting vulnerable populations.

Care Companions will be available and work directly with City agencies, residents and families to connect them with mental health and social services providers. The team is supervised by our licensed mental health team, which manages complex needs and escalated cases.

**Care Match** is a self-service 24/7/365 online portal that provides an anonymous way for individuals to find care matched to their needs. Care Solace will create and operate a proprietary custom web link to Care Match, branded for the City, allowing authorized users access to our robust proprietary database of mental health care providers serving all pathways of care. From any cell phone, mobile device, or computer, any individual can confidentially search Care Solace's proprietary database in any language. They will be matched to verified community providers based on their needs and preferences, including mental health concern(s), wait, availability, insurance or financial needs, type of preferred treatment, language, or other preferences for care such as proximity, gender, or cultural identity of a therapist, faith-based services or LGBTQIA+ allied services.

