



care solace<sup>®</sup>

Calming the Chaos of Mental Health Care

Mindful Leadership and Equitable Approaches  
to Create Healthier School Communities

# Our Conversation

**Strategies for Improving Our Wellbeing**

Care Solace's Story & Impact

More Strategies for Improving Our Wellbeing

National Trends in School Mental Health

Equitable Strategies from Districts



# Mindful Leadership

Strategies for Maintaining Our Wellbeing

**Prioritizing our wellbeing**

**Calming our minds & bodies**

**Being intentional with our time & presence**

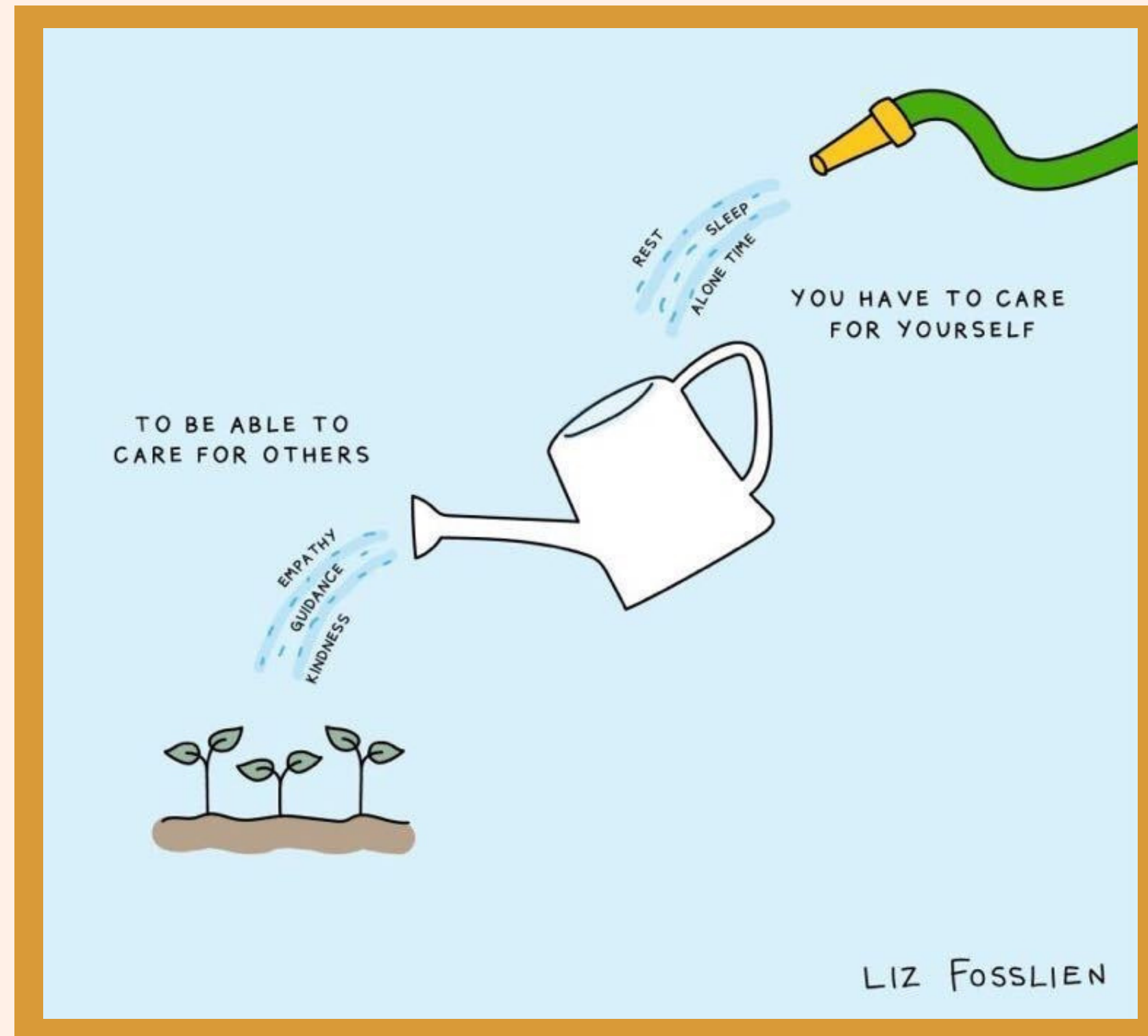
Managing our thoughts & feelings

Protecting our peace

Practicing gratitude

# Prioritizing our wellbeing

Fill your cup first & refill often

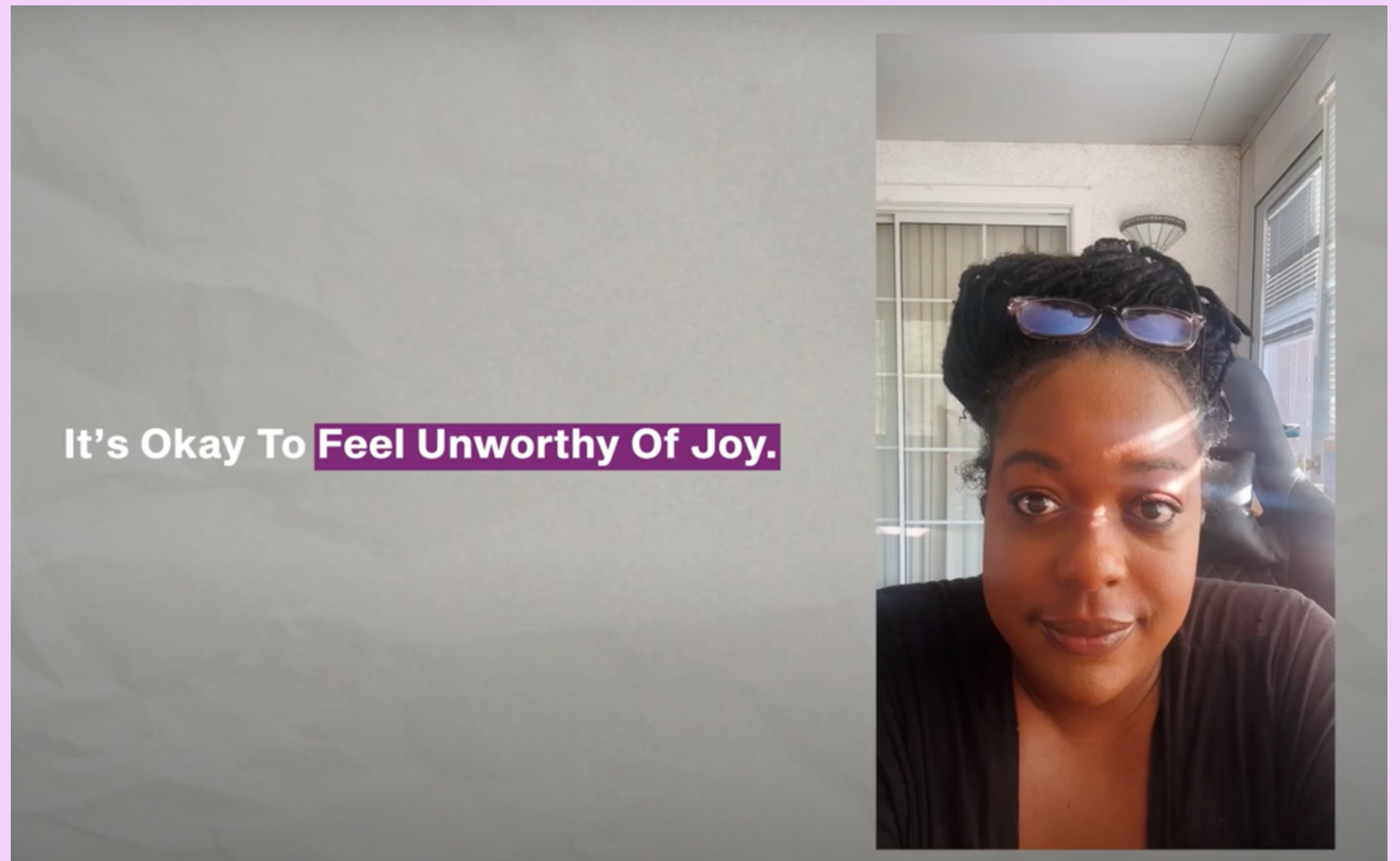
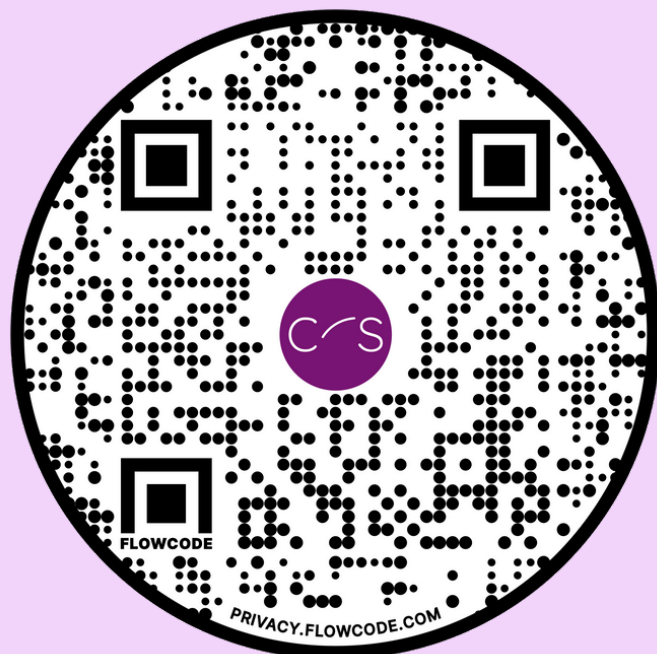




# Our mental health matters

## It's Okay...

to share  
to ask for help  
to struggle  
to grieve



# Mindful Leadership

“Between stimulus and response there is a space. In that space is our power to choose our response. In our response lies our growth and our freedom.”

Viktor E. Frankl - neurologist,  
psychologist &  
Holocaust survivor



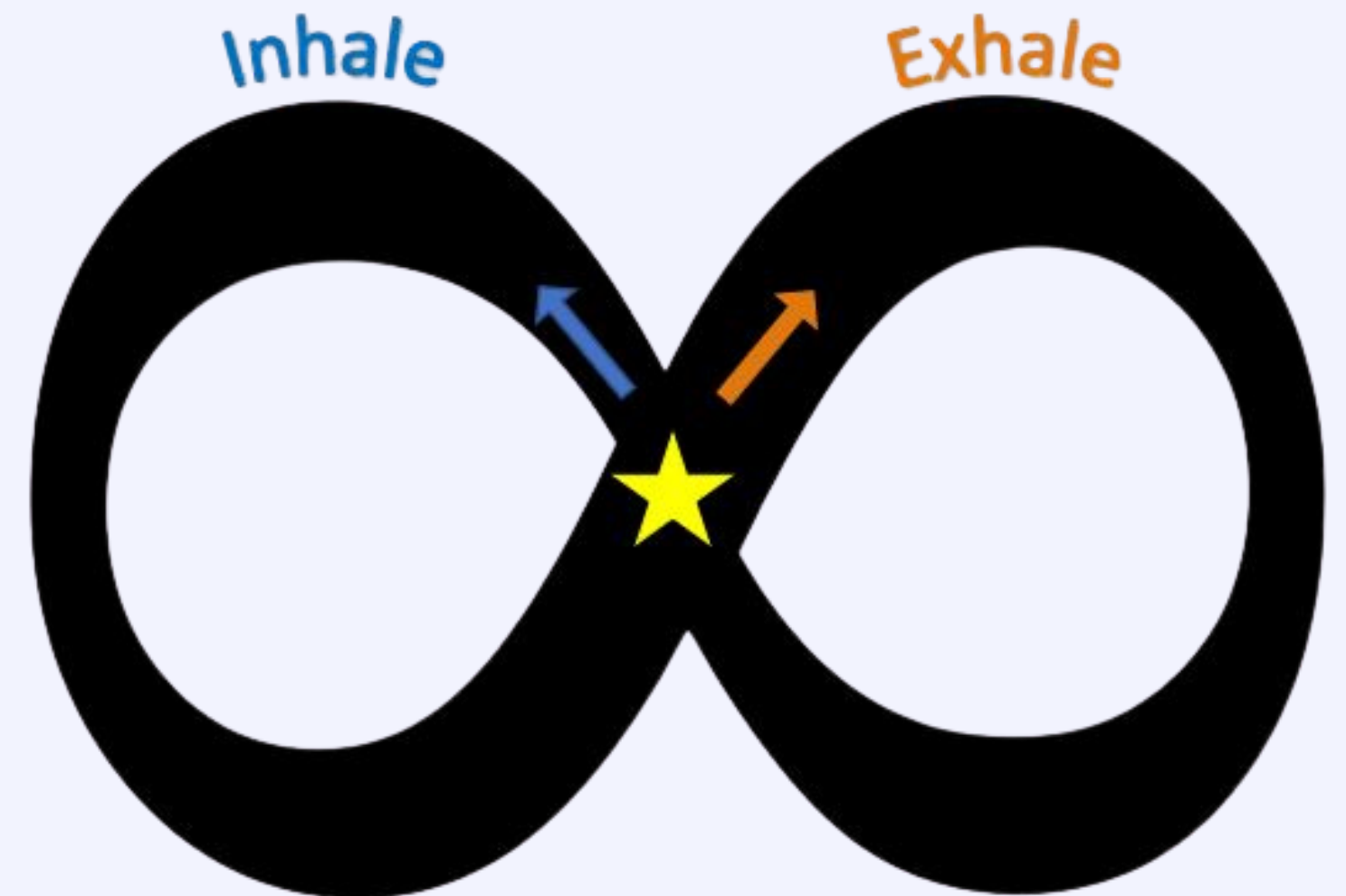
# Calming our mind and bodies

Mindful breathing switches off stressors and survival responses

Inhale for 7



Exhale for 11



# Intentional Presence

Being present and purposeful with our time together

What are you bringing to our group?

What are you hoping to take away from our time together?

# Our Conversation

Strategies for Improving Our Wellbeing ✓

**Care Solace's Story & Impact**

More Strategies for Improving Our Wellbeing

National Trends in School Mental Health

Equitable Strategies from Districts



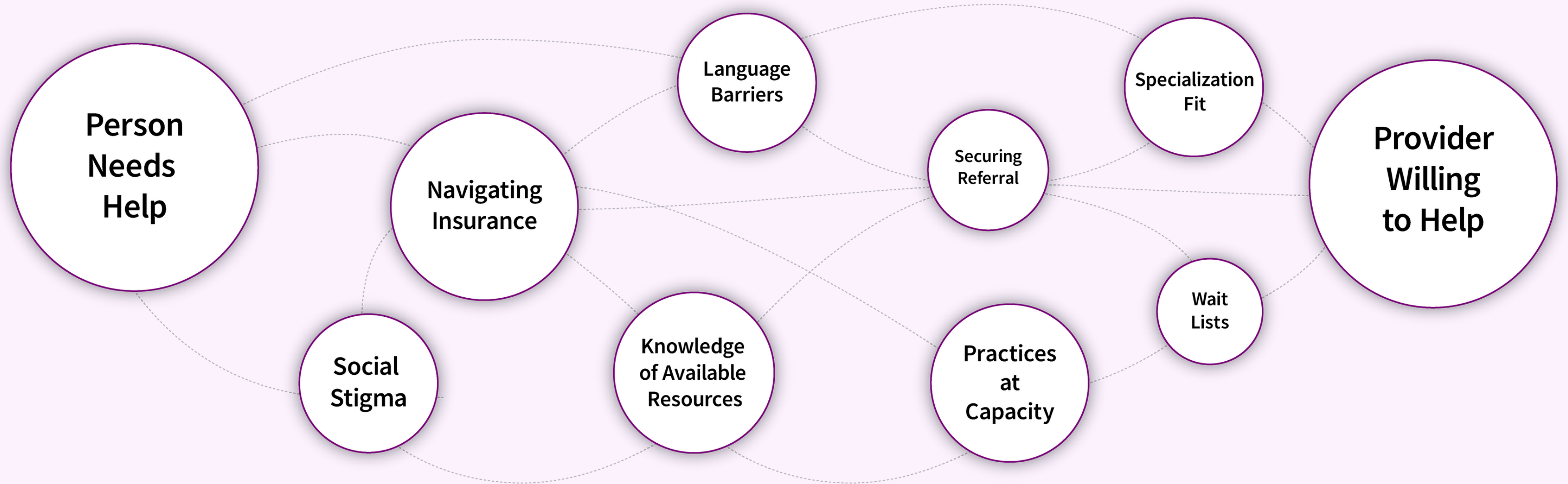


# My Story

care/solace.



# Barriers to Mental Health Care



# Our Purpose

We are tireless allies on a mission to make access to mental health care easy, inclusive, and dignified.

We exist to connect people to the support they need with respect and trust.



# Our Impact & Experience

We've seen it all.



**750+**

Partner  
Communities



**15M**

Individuals  
Reached



**6.5M**

Support  
Interactions



**47%**

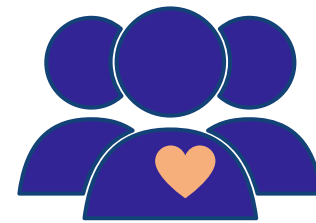
More Intensive  
Pathways

# We provide timely access to community-based care with added layers of support.



## **Warm Handoff<sup>®</sup>**

Referral Submission &  
Real-Time Tracking



## **Care Companions<sup>™</sup>**

24/7/365 Multilingual  
Navigation Support



## **Care Match<sup>™</sup>**

Anonymous Self-Service  
Search Tool

# Our Conversation

Strategies for Improving Our Wellbeing ✓

Care Solace's Story & Impact ✓

**More Strategies for Improving Our Wellbeing**

National Trends in School Mental Health

Equitable Strategies from Districts

# Mindful Leadership

Strategies for Maintaining Our Wellbeing

Prioritizing our wellbeing ✓

Calming our minds & bodies ✓

Being intentional with our time & presence ✓

**Managing our thoughts & feelings**

**Protecting our peace**

**Practicing gratitude**

# Managing our thoughts & feelings

Settling the snow globe



# Name it to tame it

Settling the snow globe



# Protecting our peace

Boundaries are simply what's ok and what's not ok for you



I will say yes to ....

I will say no to ....



I will protect my time & energy by... \_\_\_\_\_

Others will not, can not, may not... \_\_\_\_\_



# Practice Gratitude....

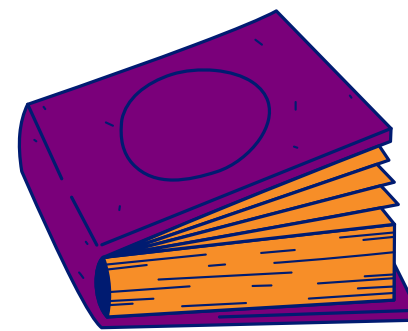
Towards YOURSELF and others



Express gratitude to someone



Write a thank you note



Write 3 things you are grateful each day



Reflect on things that bring you joy or peace



Share your gratitude in a text, call or on social media



# Our Conversation

Strategies for Improving Our Wellbeing ✓

Care Solace's Story & Impact ✓

More Strategies for Improving Our Wellbeing ✓

**National Trends in School Mental Health**

Equitable Strategies from Districts

# School Mental Health Trends



## Mental Health MTSS

Offering telehealth & other short-term care

Adding MOU Partners or hiring mental health staff

Referrals to community-based services

Screening/assessing for mental health needs  
Providing prevention programs & training

24/7/365 multilingual care coordination to community providers

Social services care coordination for determinant of health

Supporting adult wellbeing including family & staff members

Care Management & coordination of school-based services

Data, analytics, and reporting of mental health needs, referrals, and services

Family & community workshops & support groups

# Improving Equitable Access

## National statistics

- 56% don't seek care because of lack of insurance & costs
- 18% of youth & young adults in need receive appts
- 52% don't show up to hard-to-come-by appointments
- Takes 3+ months to get appointment
- School staffing shortage & burnout - staff do not have time to do more or deal with new or complicated tools
- Scarcity of quality community providers with availability

## Our statistics

- 37% of our clients have Medicare or no insurance
- National average of 62% appointment rate, 72% in higher education
- 83% of our clients confirm they attended... and are happy with fit
- We schedule appointments in days ~3.7
- We expand staff capacity by saving 60+ calls per case
  - Easy to use, average staff NPS = 75
- We have a growing database of 300,000+ trusted providers

# Language matters

81.11%  
English

15.94%  
Spanish

2.95%  
Additional

Thank you so much for all your help and time! You and Care Solace are like a miracle that happened in my life. *Going through separation, medical issues, and language barriers, I didn't know how to ask for help.* I hope that you all see miracles in your lives, the same way you all bring miracles into our lives. Thank you!

- Parent (spoken in Farsi)  
Hemet Unified School District

Mandarin · Vietnamese  
Cantonese · Arabic · Korean  
Portuguese · Farsi · Hmong  
Chinese · ASL · Punjabi  
Tagalog, Cebuano, and other  
Filipino dialects  
Japanese · Burmese · Thai  
Turkish · Hindi · Russian  
Hebrew · Bengali · Pashto  
Swahili · Urdu · Bosnian  
Armenian

# Total Providers Nationally: 354,8444

Psychiatrists: 57,403

Hospitalization & Stabilization: 6,608

Intervention or Medical Detox: 13,608

Teletherapy: 158,641

Serving Youth: 254,613

Alcohol/Cannabis Disorders: 134,001

Opioid/Inhalant Disorders: 133,525

Outpatient Program: 101,564

Eating & Feeding Disorders: 64,163

Psychological Assessment: 84,479

Partial Hospitalization: 6,495

Residential Inpatient Program: 43,399

# Total Providers Nevada: 3,244

Psychiatrists: 766

Hospitalization & Stabilization: 60

Intervention or Medical Detox: 117

Teletherapy: 1,429

Serving Youth: 2,665

Alcohol/Cannabis Disorders: 1,115

Opioid/Inhalant Disorders: 1,097

Outpatient Program: 1,201

Eating & Feeding Disorders: 575

Psychological Assessment: 200

Partial Hospitalization: 57

Residential Inpatient Program: 575



# Total Services Provided Nationally

July 2020 - Jun 2023

**Total Services Provided: 9,655,164**

**Total Phone Calls: 3,078,971**

**Total Emails: 2,624,631**

**Total Text Messages: 3,653,745**

**Searches & Referrals: 297,817**

## Total Communications Saved

8am - 12pm



12pm - 4pm

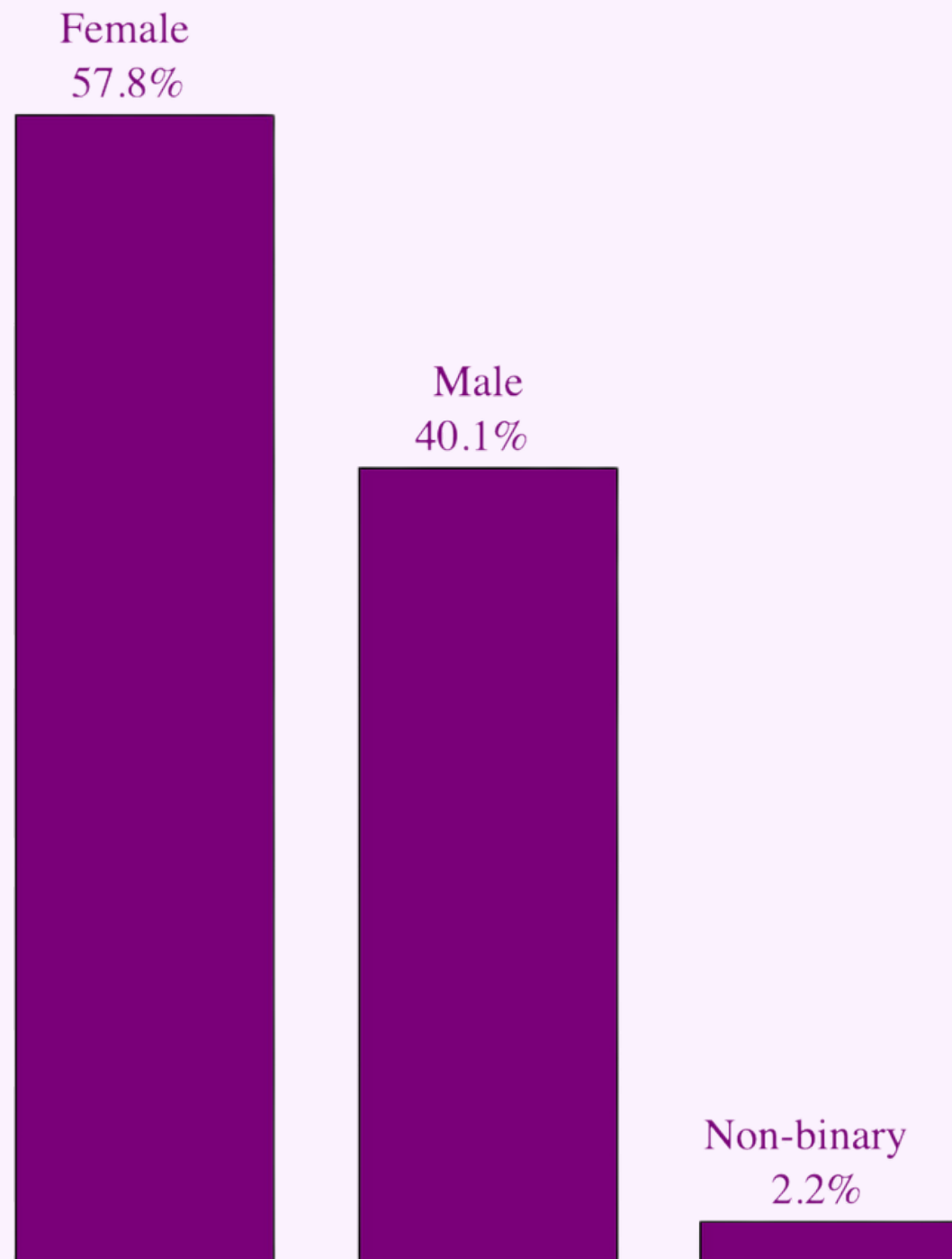


4pm - 8am

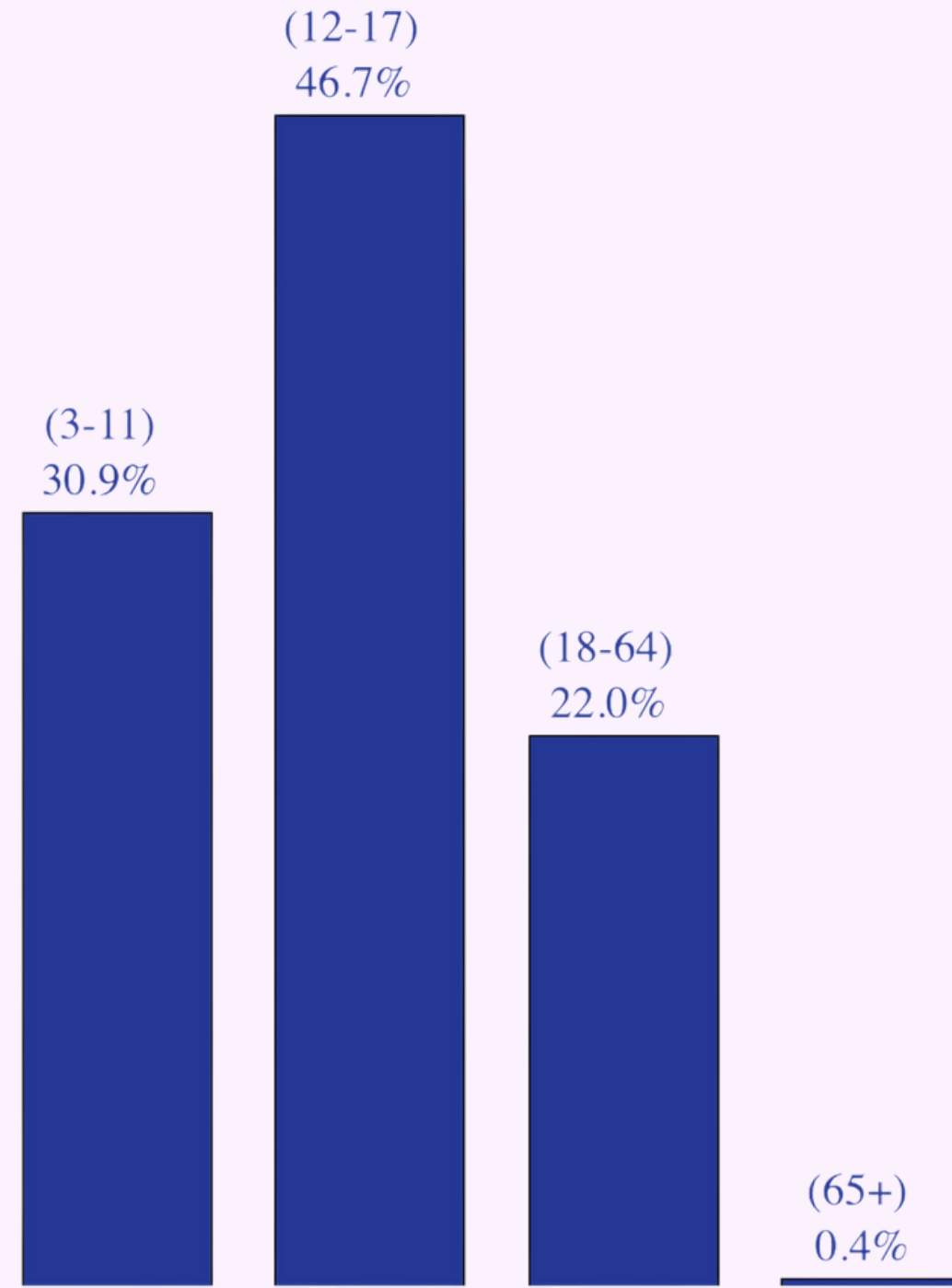


# National Requests for Help

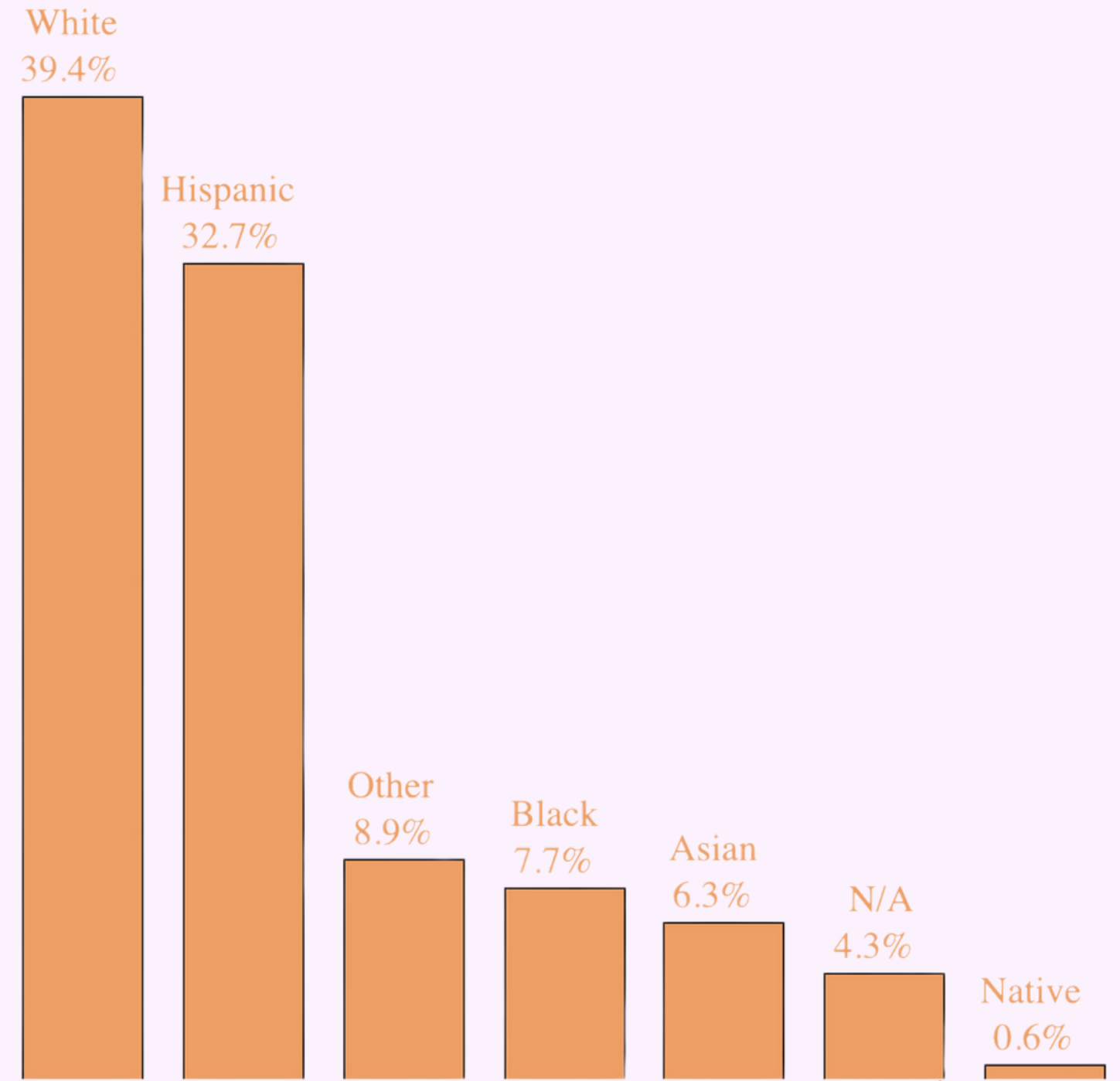
## By Gender



## By Age



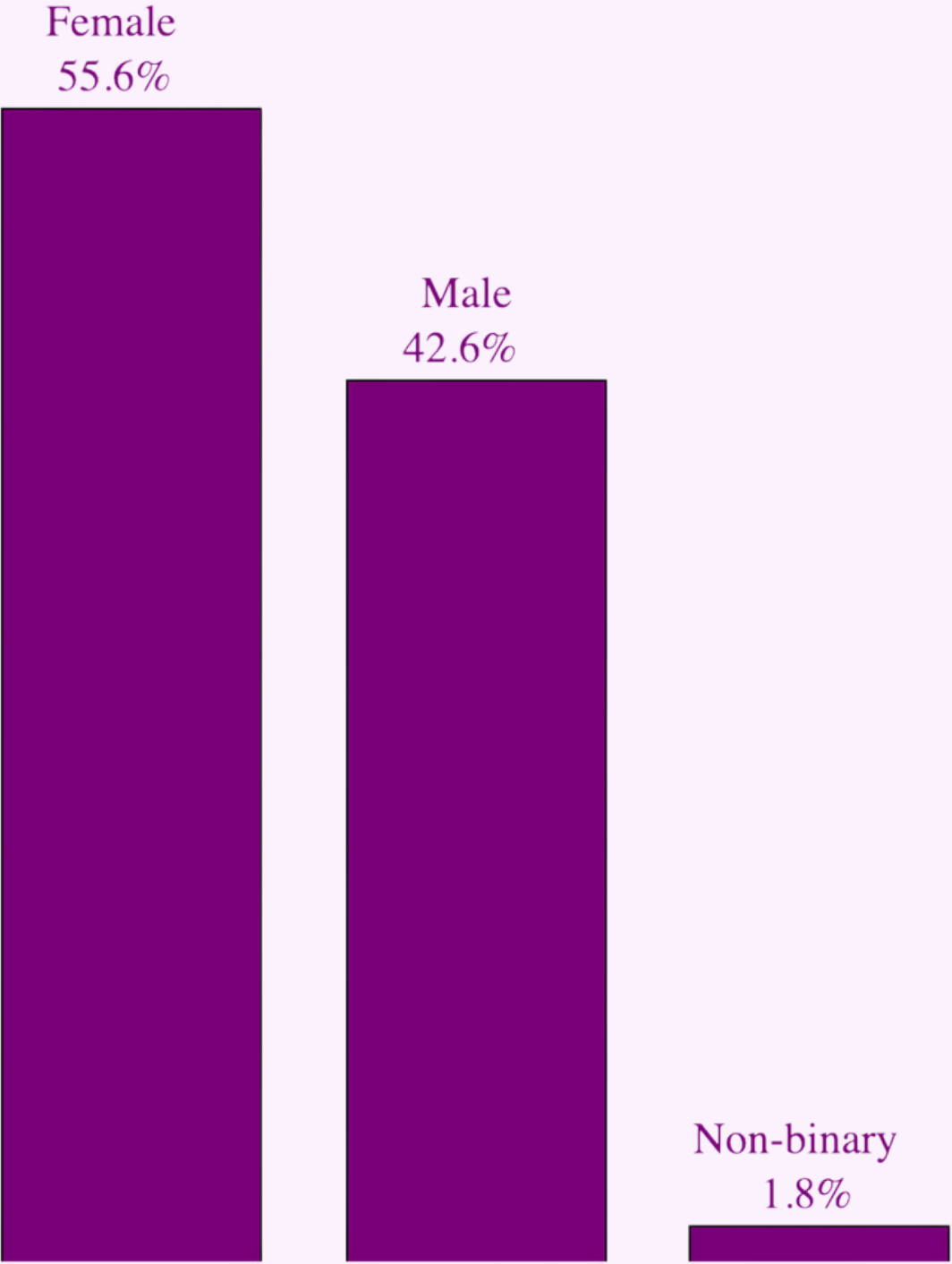
## By Ethnicity



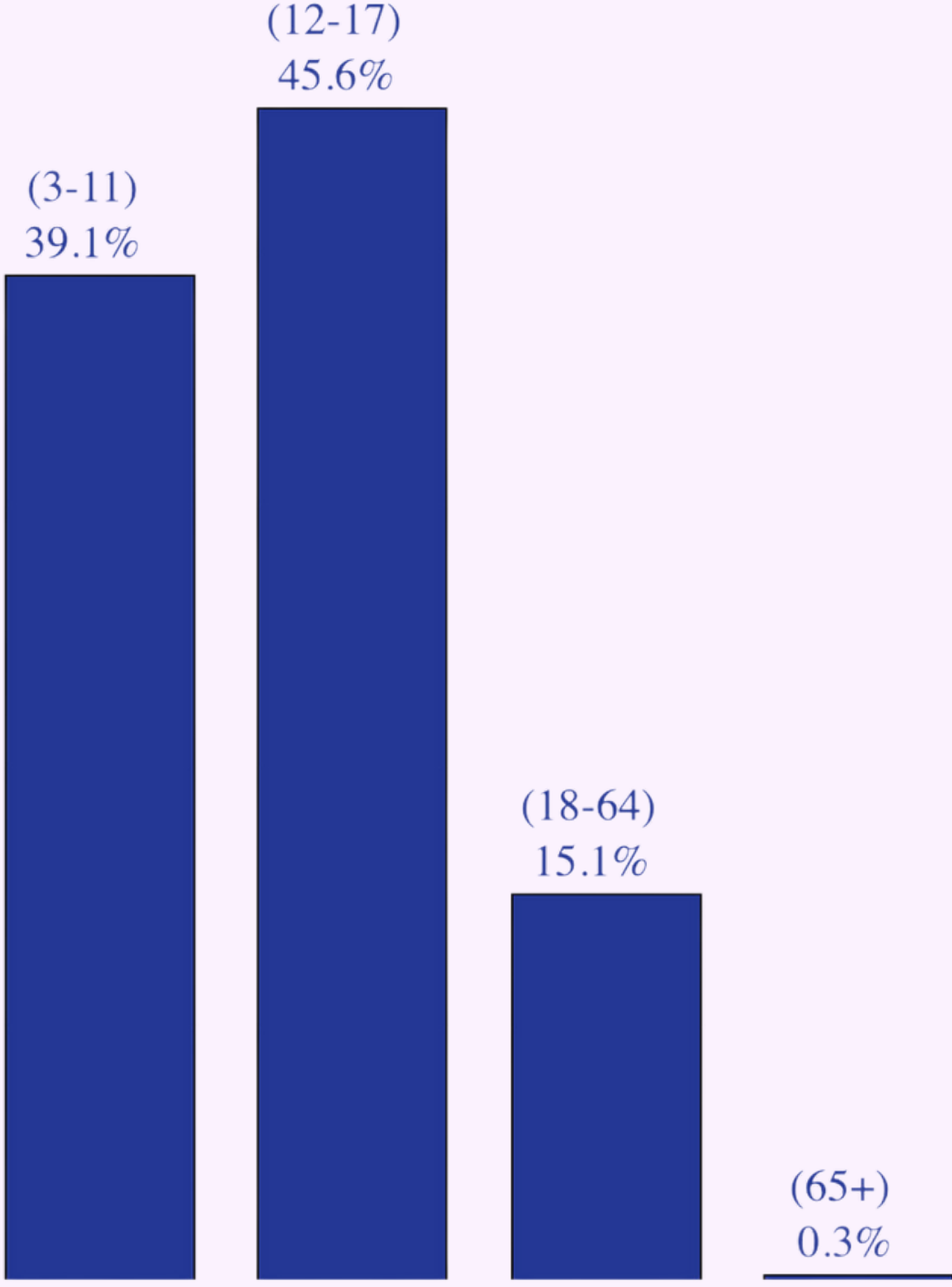


# Nevada Requests for Help

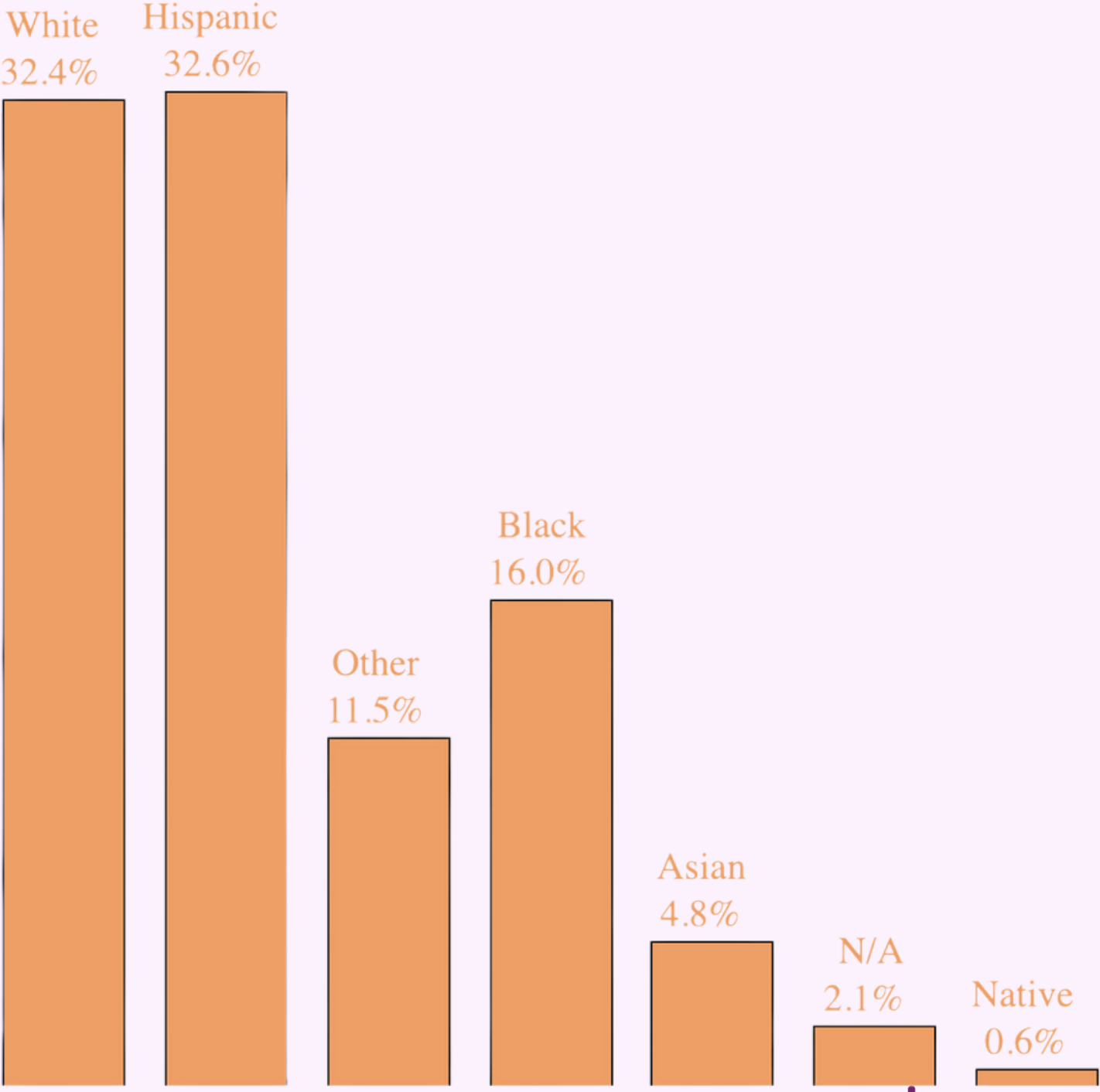
## By Gender



## By Age

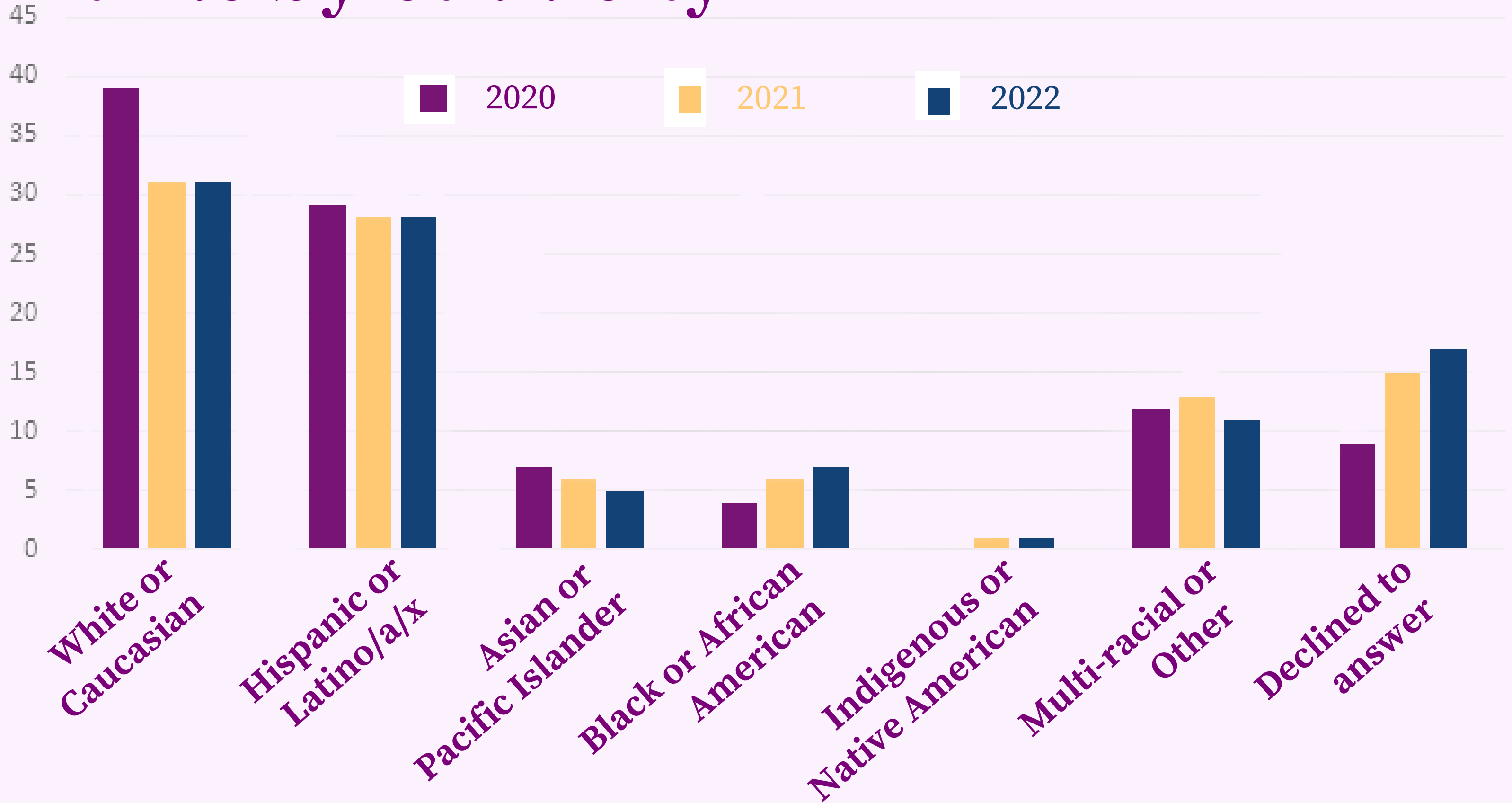


## By Ethnicity

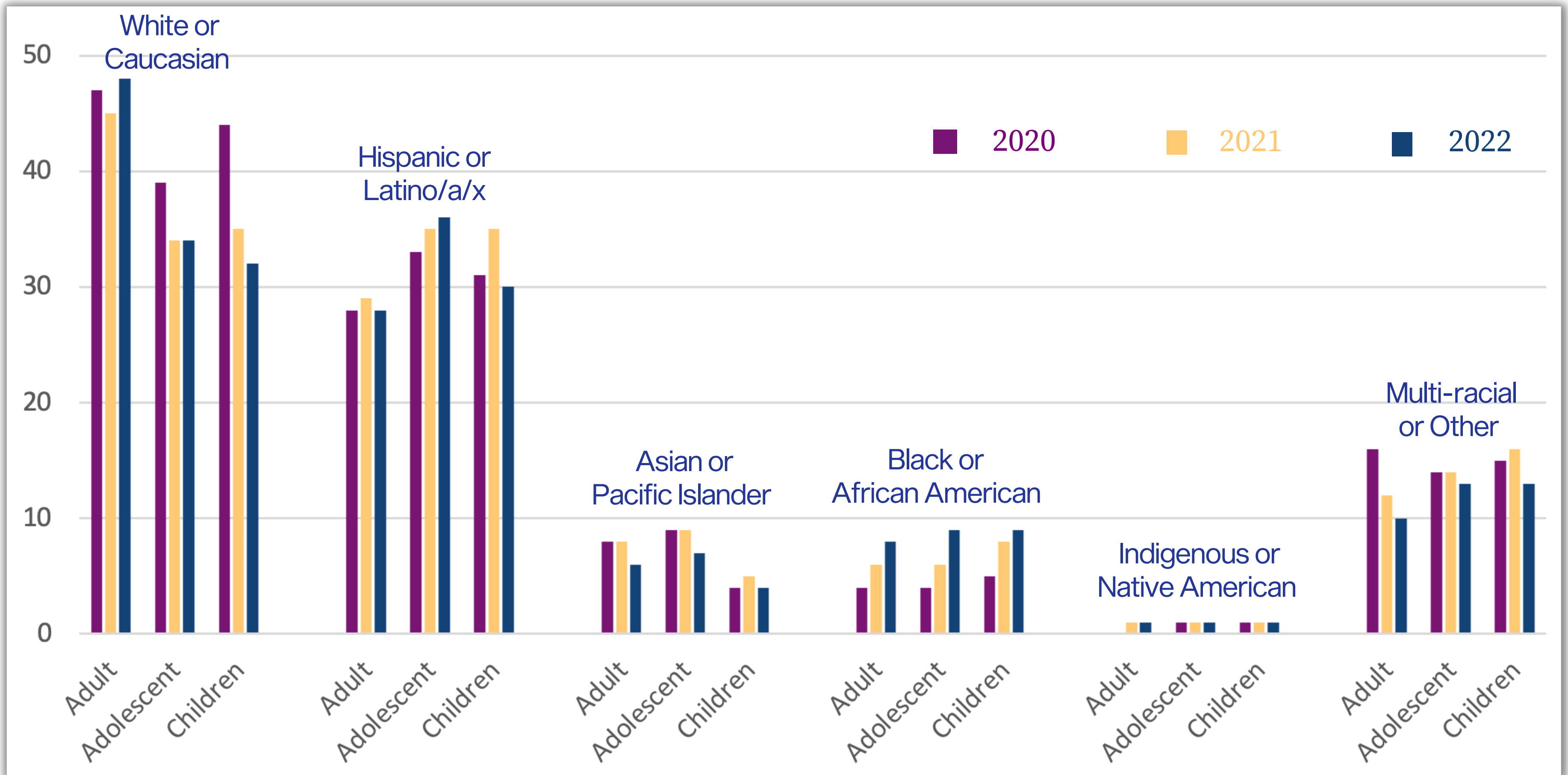




# Percentages of requests over time by ethnicity



# Trends over time by age & ethnicity



# National Requests for Help

By insurance type

## Total requests

Private Insurance

46.1%

Public Insurance

27.7%

No Insurance

6.8%

Unknown

3.1%

Military Insurance

0.5%

0% 5% 10% 15% 20% 25% 30% 35% 40% 45% 50%

# Nevada Requests for Help

By insurance type

## Total requests

Private Insurance

42.3%

Public Insurance

25.4%

No Insurance

8.1%

Unknown

1.8%

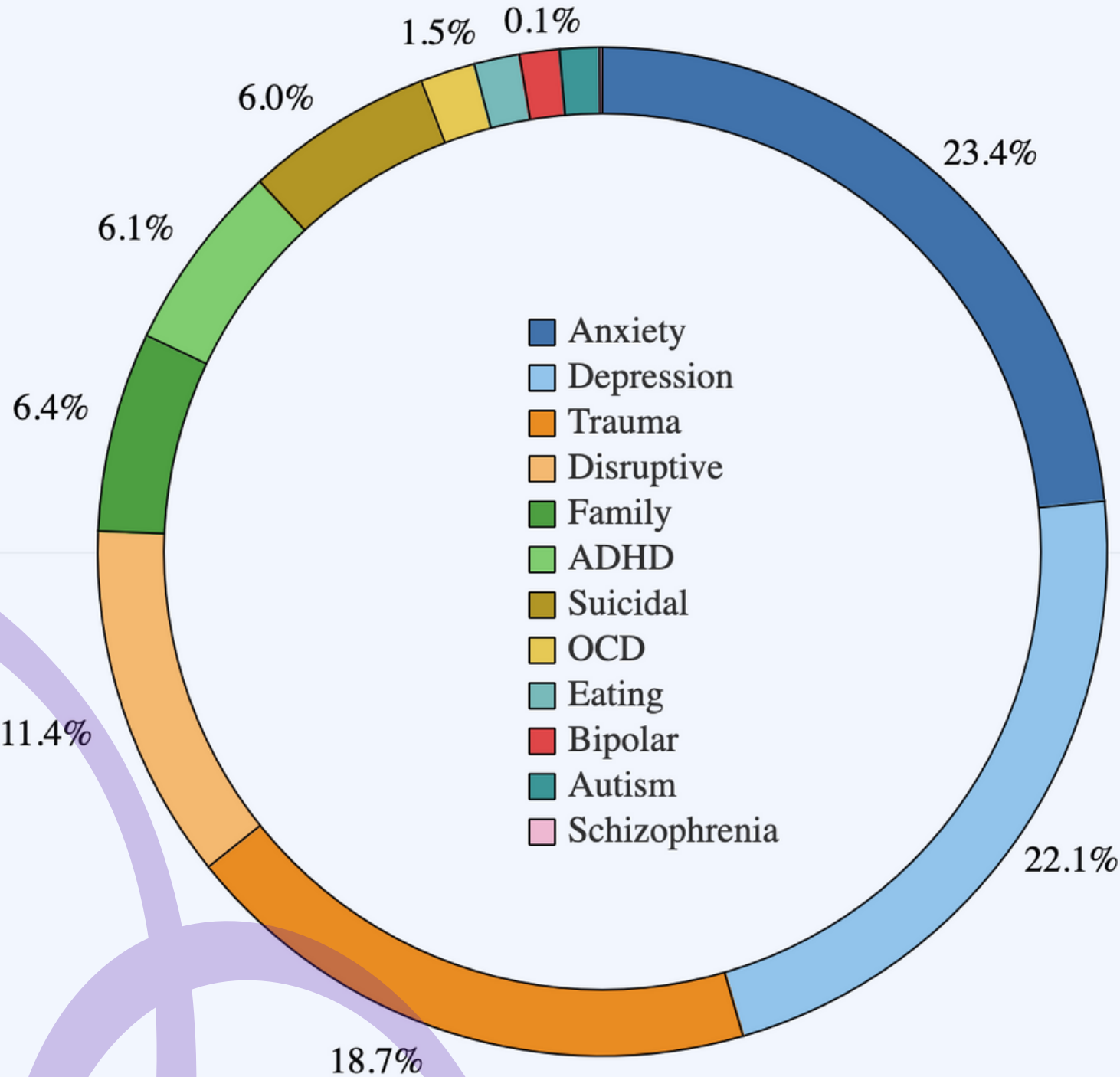
Military Insurance

0.7%

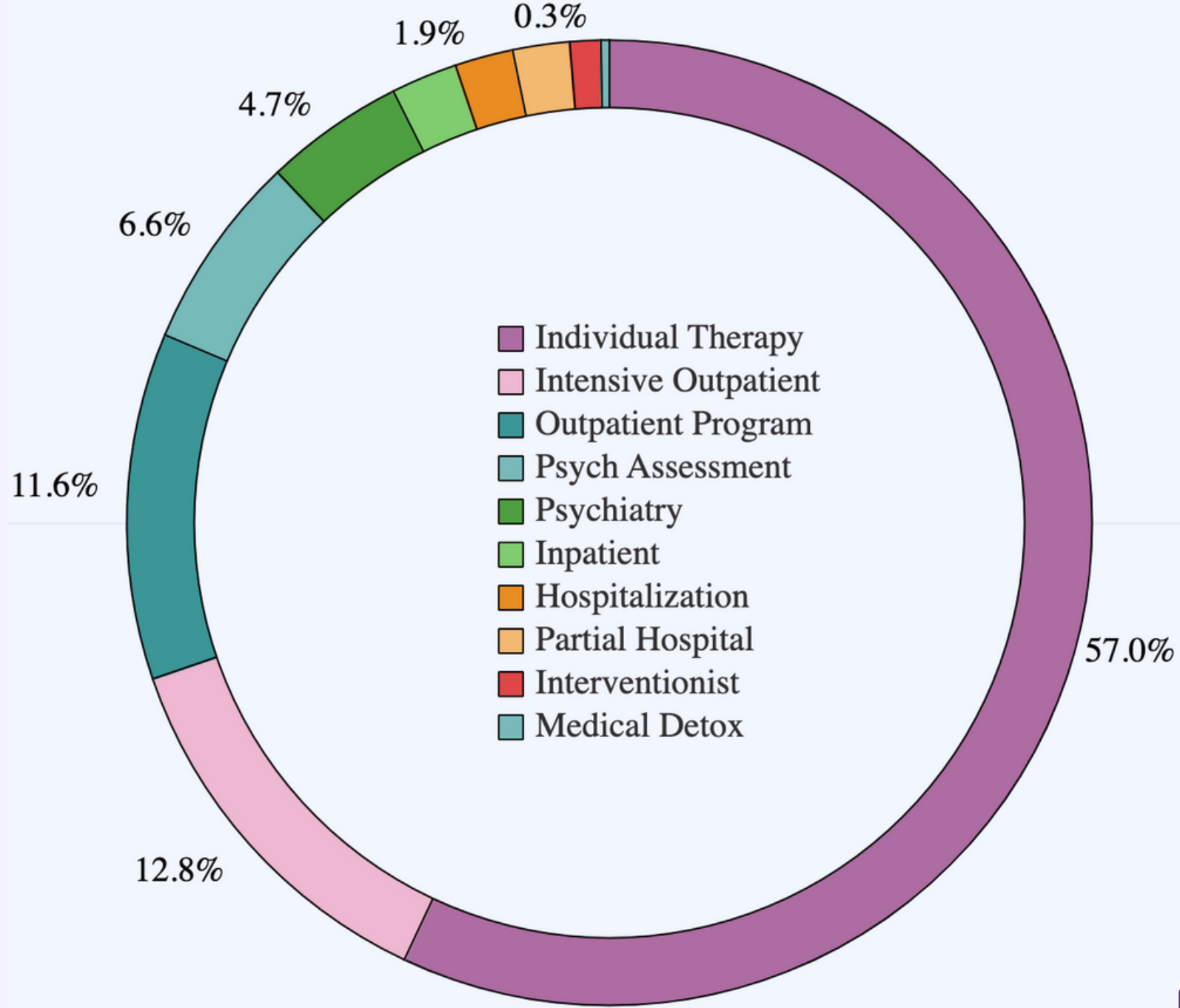
0% 5% 10% 15% 20% 25% 30% 35% 40% 45%

# National Requests for Help by Need

**DSM Category**

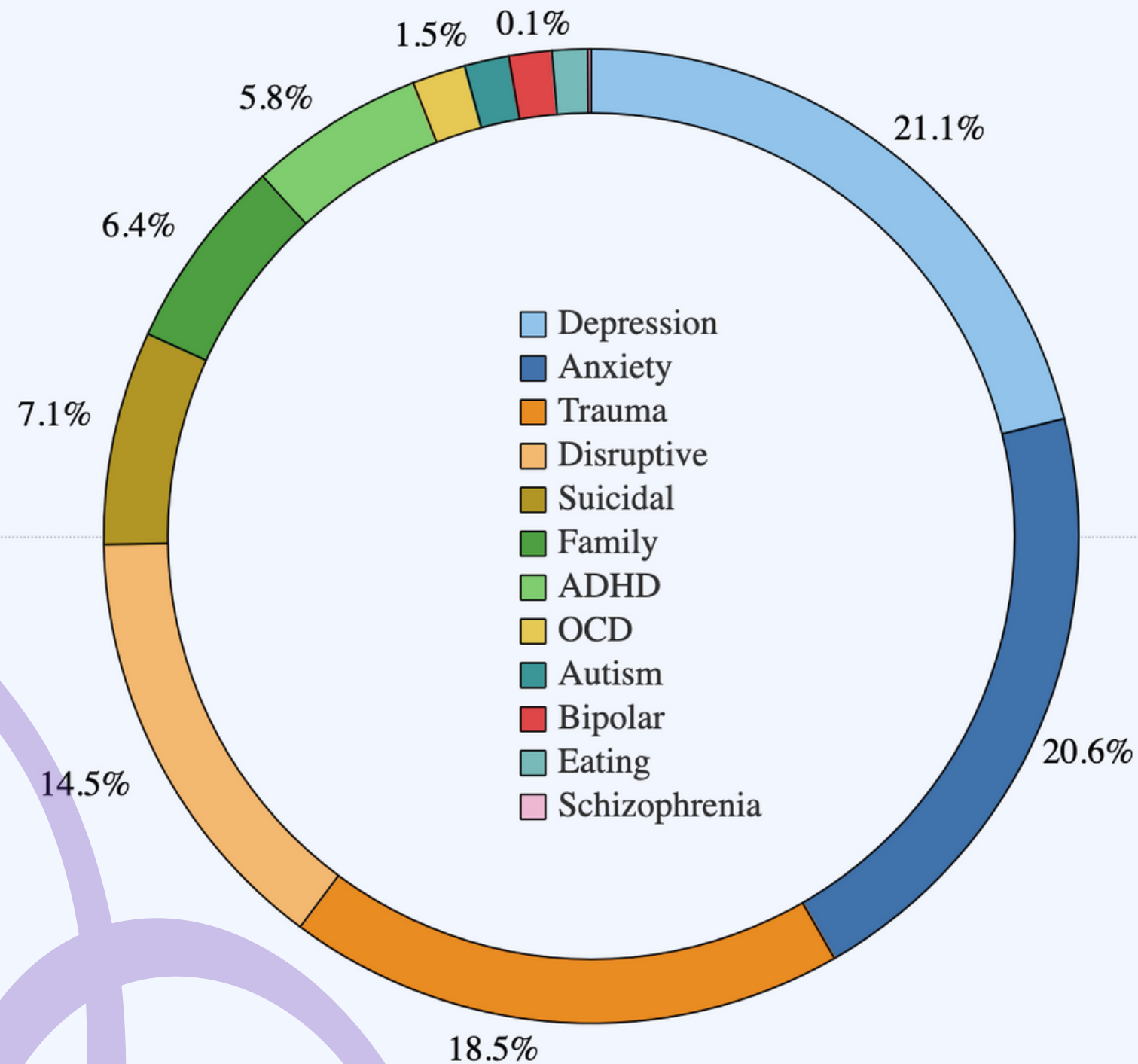


**Treatment Type**

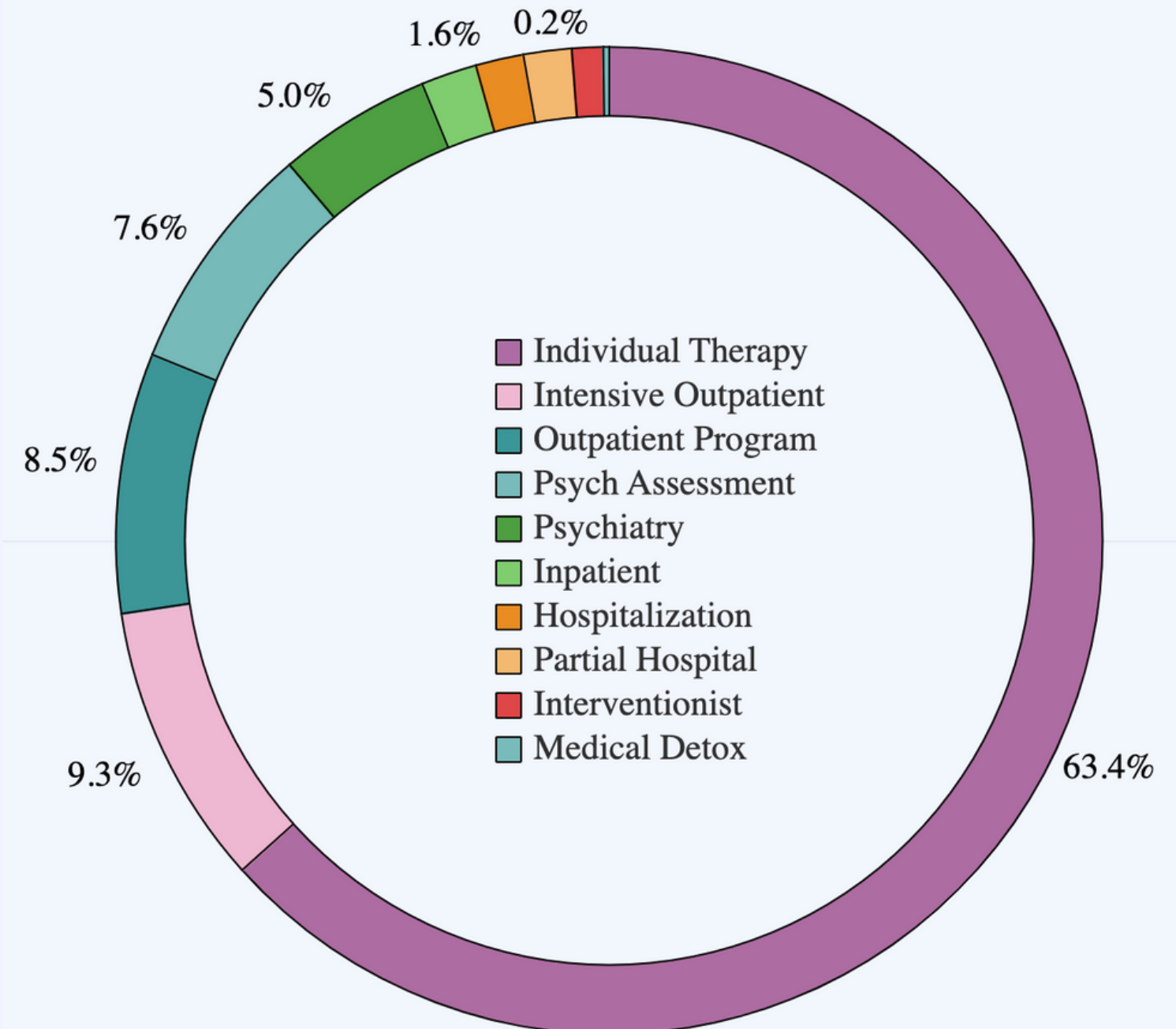


# Nevada Requests for Help by Need

## DSM Category



## Treatment Type





# Our Conversation

Strategies for Improving Our Wellbeing ✓

Care Solace's Story & Impact ✓

More Strategies for Improving Our Wellbeing ✓

National Trends in School Mental Health ✓

**Equitable Strategies from Districts**





# Valley View 365U

Enrollment 15,333

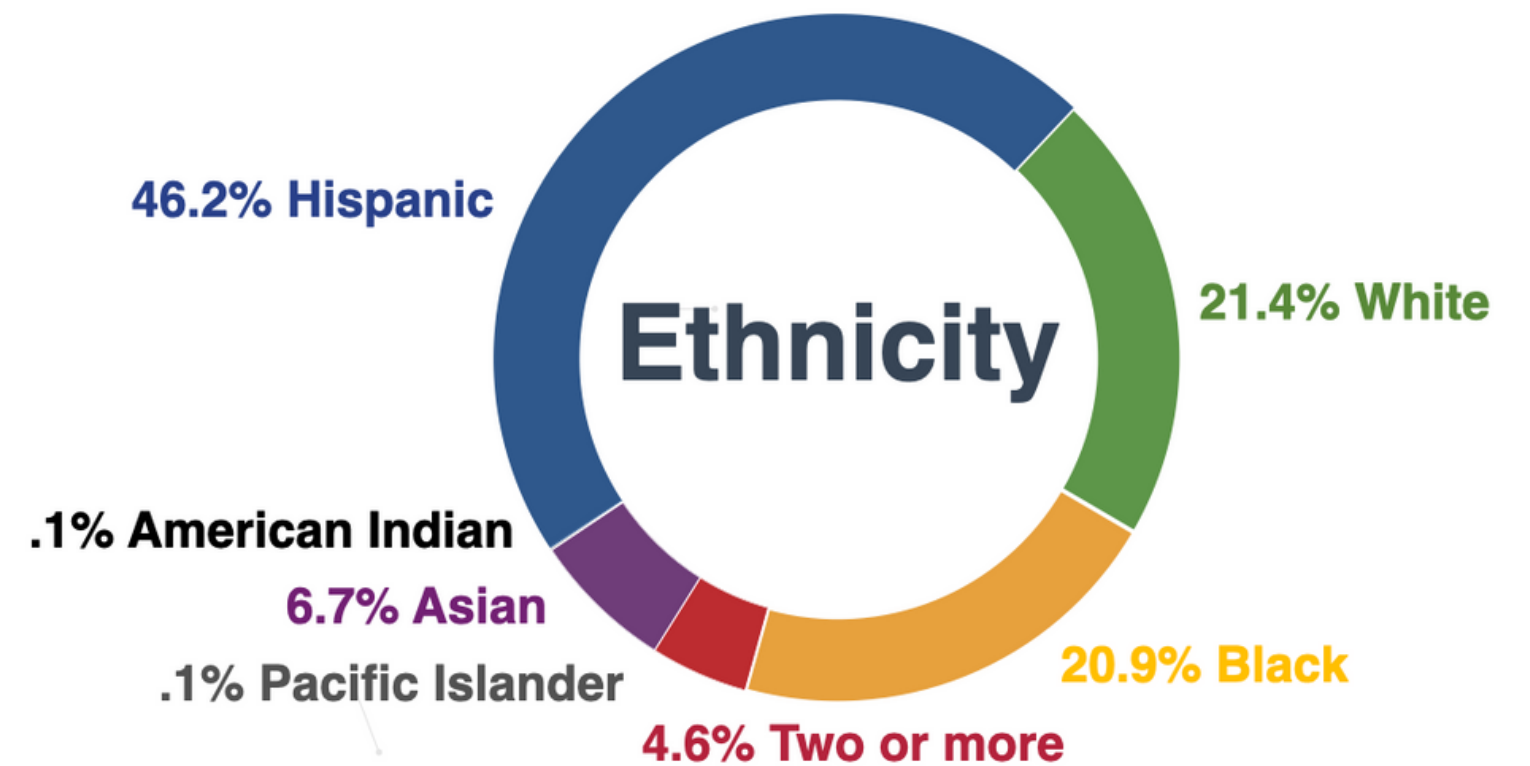
**16%**  
students with  
disabilities

**64.1%**  
receive food  
assistance

**21%**  
chronically  
truant

**18.4%**  
English  
Learners

**15,333** students  
**12** elementary  
**5** middle  
**2** high  
**1** preschool  
**1** secondary transitional



# Engage *and* Elevate 365

## Portrait of a Learner

Our goal as a District is to ensure  
Every Learner becomes a:

- Empathetic Citizen
- Critical Thinker
- Effective Communicator
- Adaptive Learner

## Strategic Plan Priorities

Our work as a District begins with  
these priority areas:

1. Learning & Growth
2. Equitable Systems
3. Responsive & Caring Culture
4. Stewardship of Resources &  
Empowerment

Our core values as a District are at the heart of all our work and decisions.

These values will live in all of our efforts to accomplish our goals:

**Equity, Continuous Improvement & Partnership**







*Community*  
**SCHOOLS**

Our goals for Every Learner include higher academic proficiencies, whole child wellness, higher attendance rates, and supported & connected families.

### *Ready to Learn*

Housing  
Health Services  
Food & Clothing  
Transportation

### *Ready for the Future*

College Pathways  
Career Pathways  
Adult Education  
Employment

### *Extend the Learning*

Quality Child Care  
Academic Tutoring  
Enrichment Activities

Community & Public Service Partners

Parent, Business & Higher Ed Partners



# Strategic Plan Priority 3

## Equitable Systems

Goal: Reduce disproportionality in academic and social outcomes through the proactive development of programs that set every student and family up for success in the learning process.

Continue to explore the implementation of holistic community schools models, where schools serve as hubs for community resources and partners to offer a range of support opportunities for families and students.

# COMMUNITY SCHOOLS MODEL

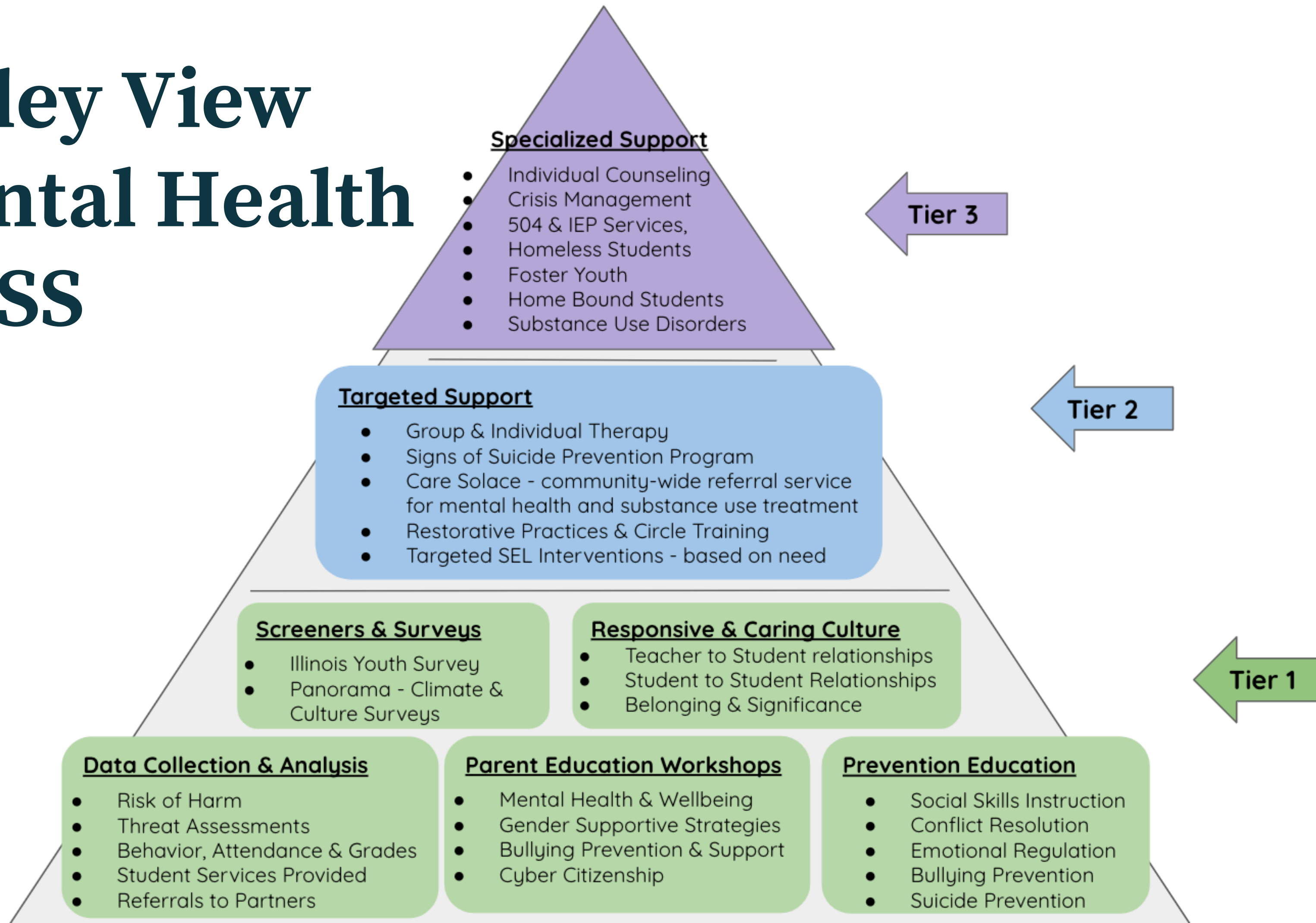
A coordinated child centered effort in which schools, families and communities work together to support students' educational success.

## FOUNDATIONS INCLUDE

- A strong core instructional program designed to help all students meet high academic standards
- Expanded learning opportunities designed to enrich the learning environment for students and their families
- A full range of health, mental health and social services designed to promote children's well-being and remove barriers to learning.



# Valley View Mental Health MTSS



# Needs:

- ✦ Increased mental health needs
- ✦ Diverse community needs
  - Broad span of cultures, languages, income and transportation
- ✦ Expand staff capacity
  - Amidst shortage, hard to hire and retain
  - Expanded roles and requirements
  - High fatigue, low well-being and morale
  - Compliment existing resources
- ✦ Sustainable & simple process

# Considerations:

- 1 Community-wide layer of support
- 2 Provide universal access to care
  - Ensure language & finances are not a barriers
  - Transparency into who we are and aren't reaching to inform supports
- 3 Support existing staff members
  - Easy to implement and use
  - Enables to serve more students
  - Addresses staff well-being
  - Simplify referral process
- 4 Long-term reliable partner
  - Low investment of resources

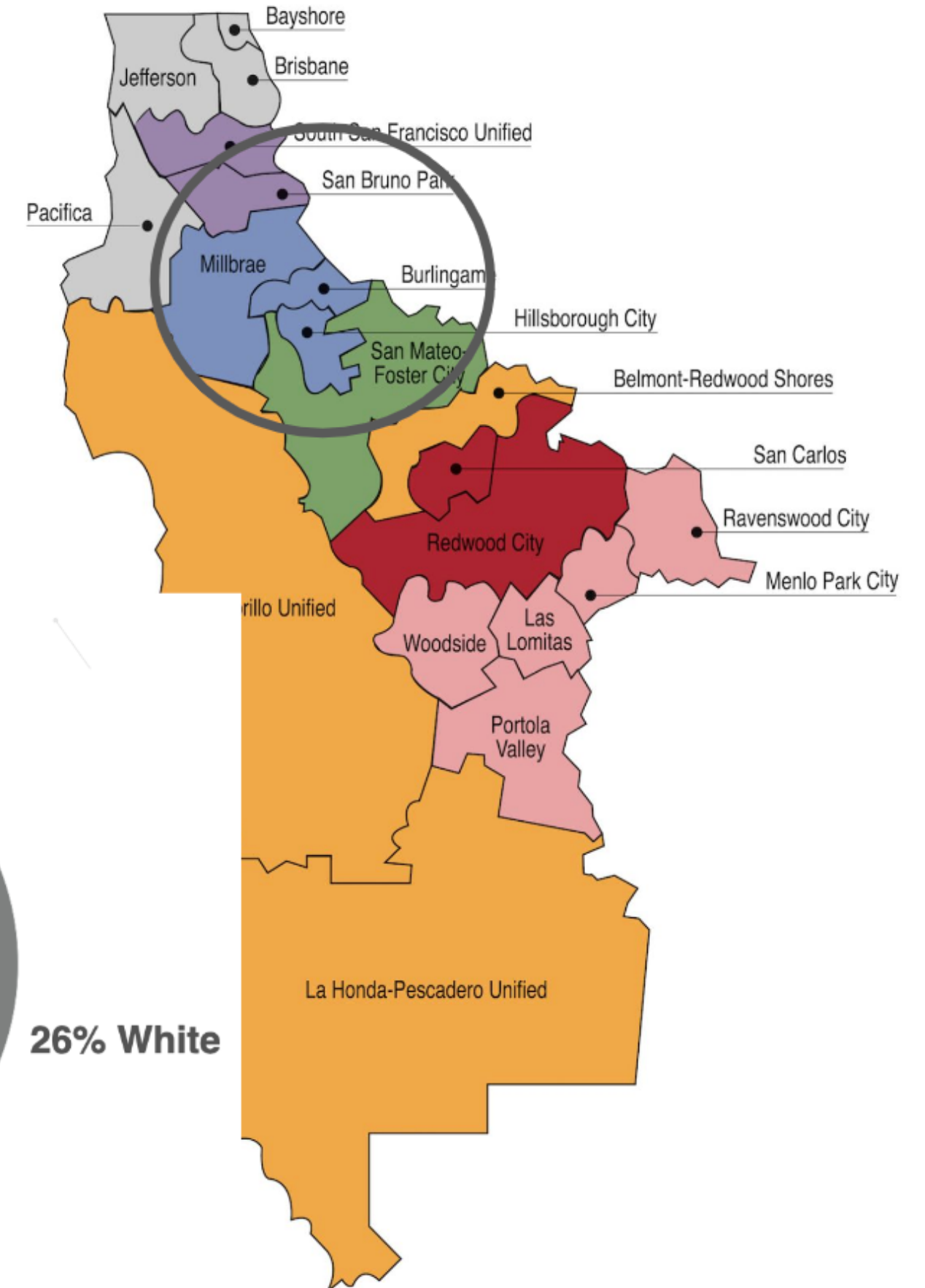
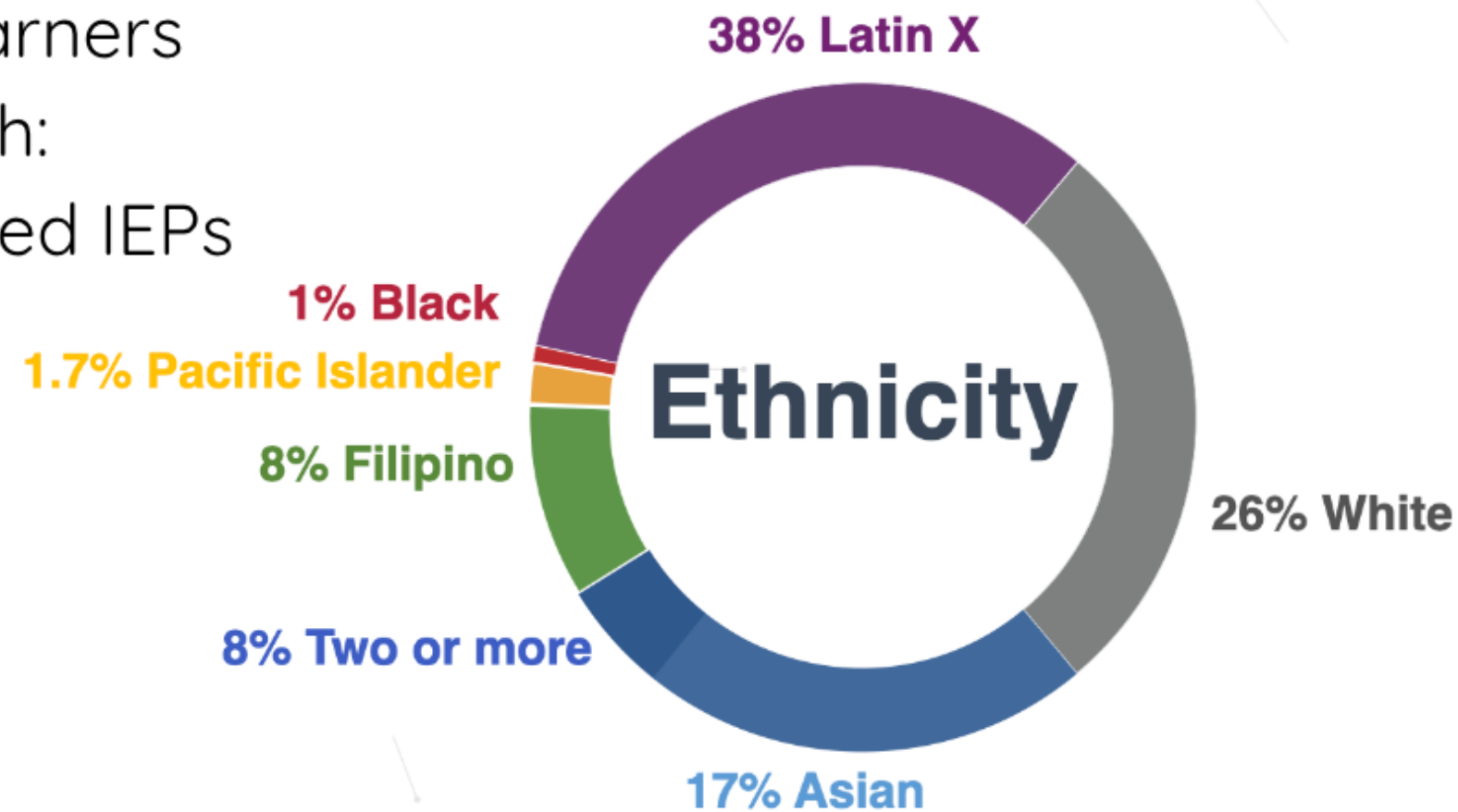
# San Mateo Union High School District

## 9 Schools

- 6 Comprehensive high schools
- 3 alternative schools/programs

## 9,885 students

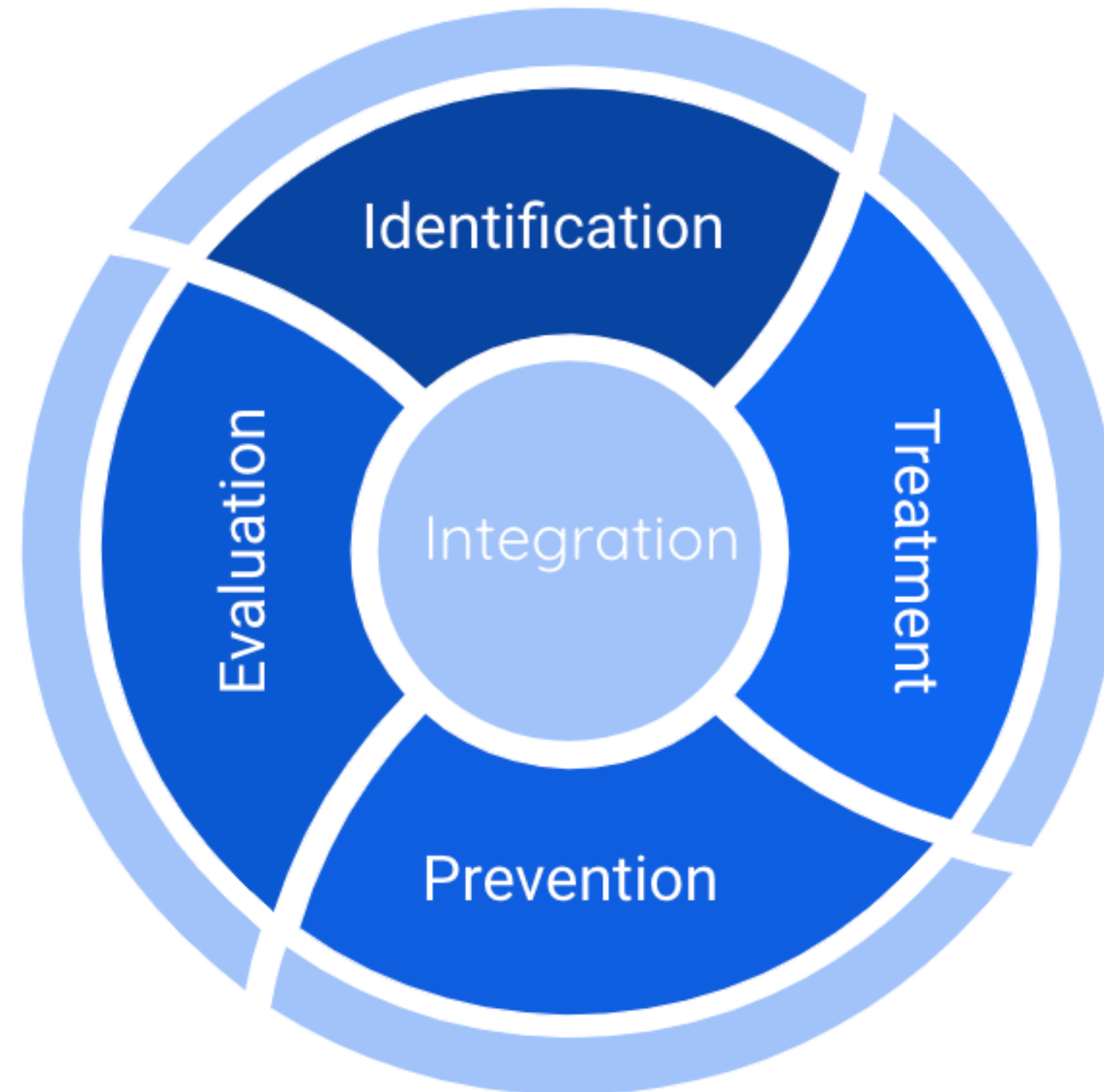
- 72% Minority enrollment majority Hispanic
- 26.5% Socioeconomically Disadvantaged
- 10.7% English Learners
- 1.0 % Foster Youth:
- 1110 ERMHS related IEPs





# Guiding Principles

## SMUHSD Mental Health & Wellness Program - Founding & Growth



*Integration of a comprehensive Mental Health & Wellness program of prevention, identification and treatment within all SMUHSD schools.*

**Increase in Hospitalizations**  
*(harm to self/others)*

*Several students in community died by suicide- 5150's*

**Special Education Qualifier**

*Overrepresentation*

**Increase in 504s**

*For mental health related needs*

**Community Emergent**

*Parents/guardians, hospitals, law enforcement - post hospitalization & crisis*

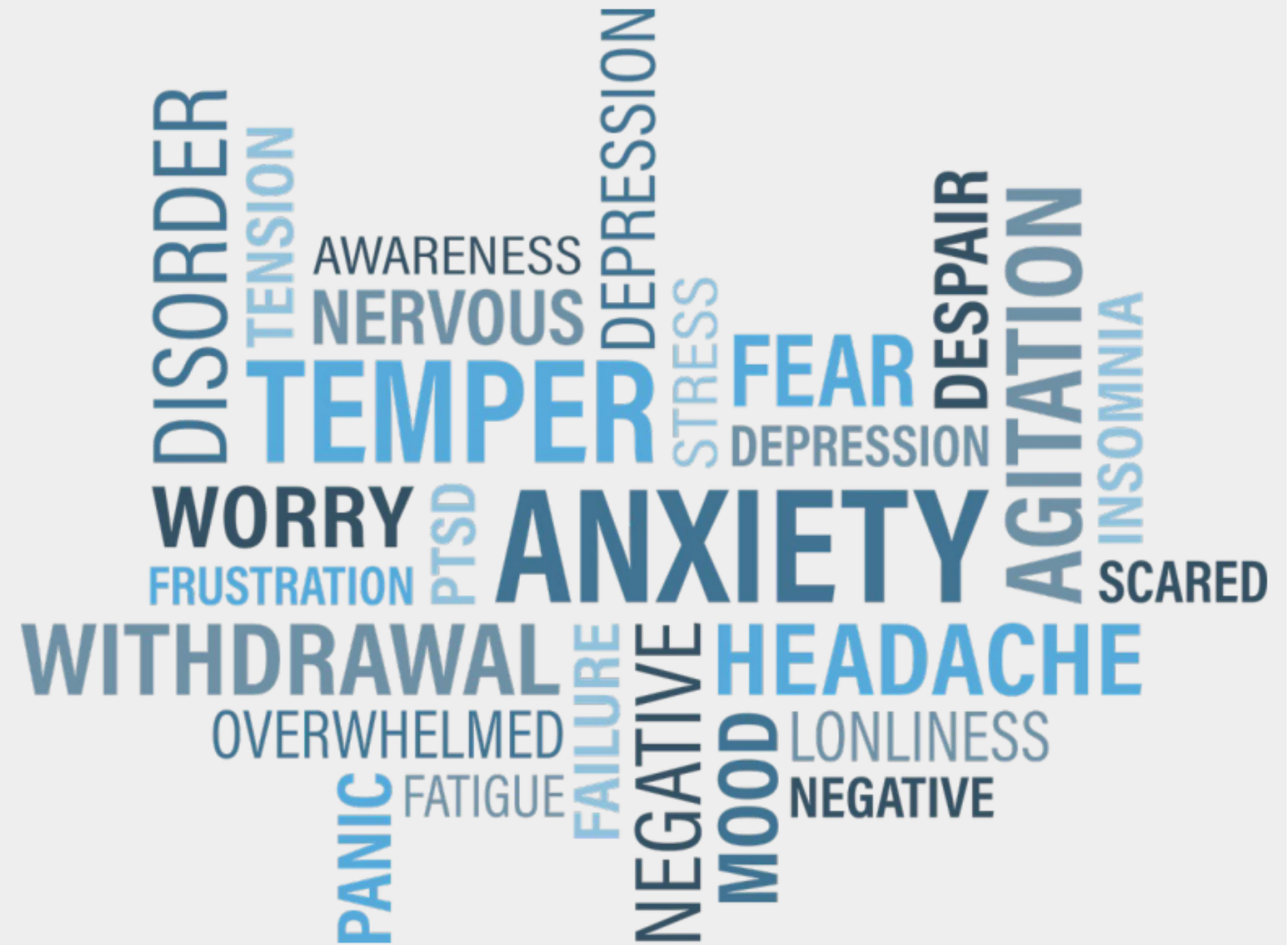
**CA Healthy Kids Survey (CHKS)**

*Increased in mental health needs*

**School Counselors**

*Increased in mental health needs seen by school counselors*

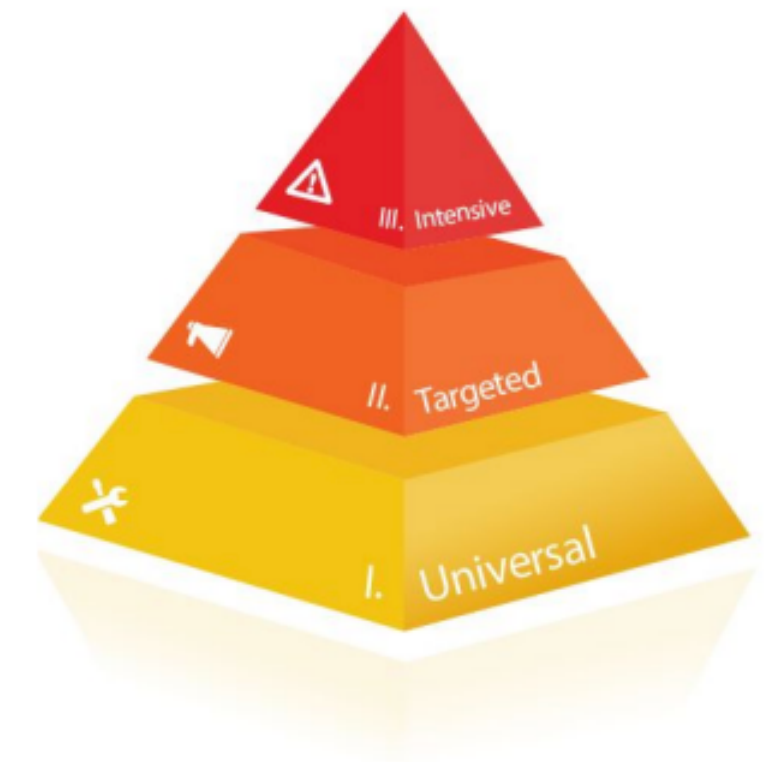
# Student Need & Our Mission





# Prevention & Impact

- Building Relationships/Partnerships
  - County Office - collaboration rather than compliance
- Suicide Awareness, Prevention/Intervention  
*(Improved staff trainings & County/District protocols)*
- Equity Training (District Wide)
- District Wide MTSS
- Universal Screener
- Care Solace
- Family/Community Mental Health Education
- Telehealth
- Special programs & Grants:
  - TUPE, Stanford Teen Mobile Health Van
- Evaluation and rethinking, reorganizing of MH&W Program



# Mental Health Program Evolution

## Before:

- School Counselors managing increased needs
- Outside Community Agencies (YSB, Edgewood)
- Family Engagement Coordinators
- School Resource Officers (SRO's)
- Community Agency Referrals

## Initial Model

- **Mental Health Manager**  
Leads strategic planning, program development, implementation, SPED, oversight & evaluation of program
- **Mental Health Coordinators**  
Implement high school level wellness program (multiple sites), the clinical supervision required by the CA Board of Behavioral Sciences to Mental Health Therapists (Associates and Trainees)
- **Mental Health Therapists**  
Offer guidance to students, families and community who are dealing with issues that affect their mental health and well being, define goals, plan action to support access to education



## Current Model

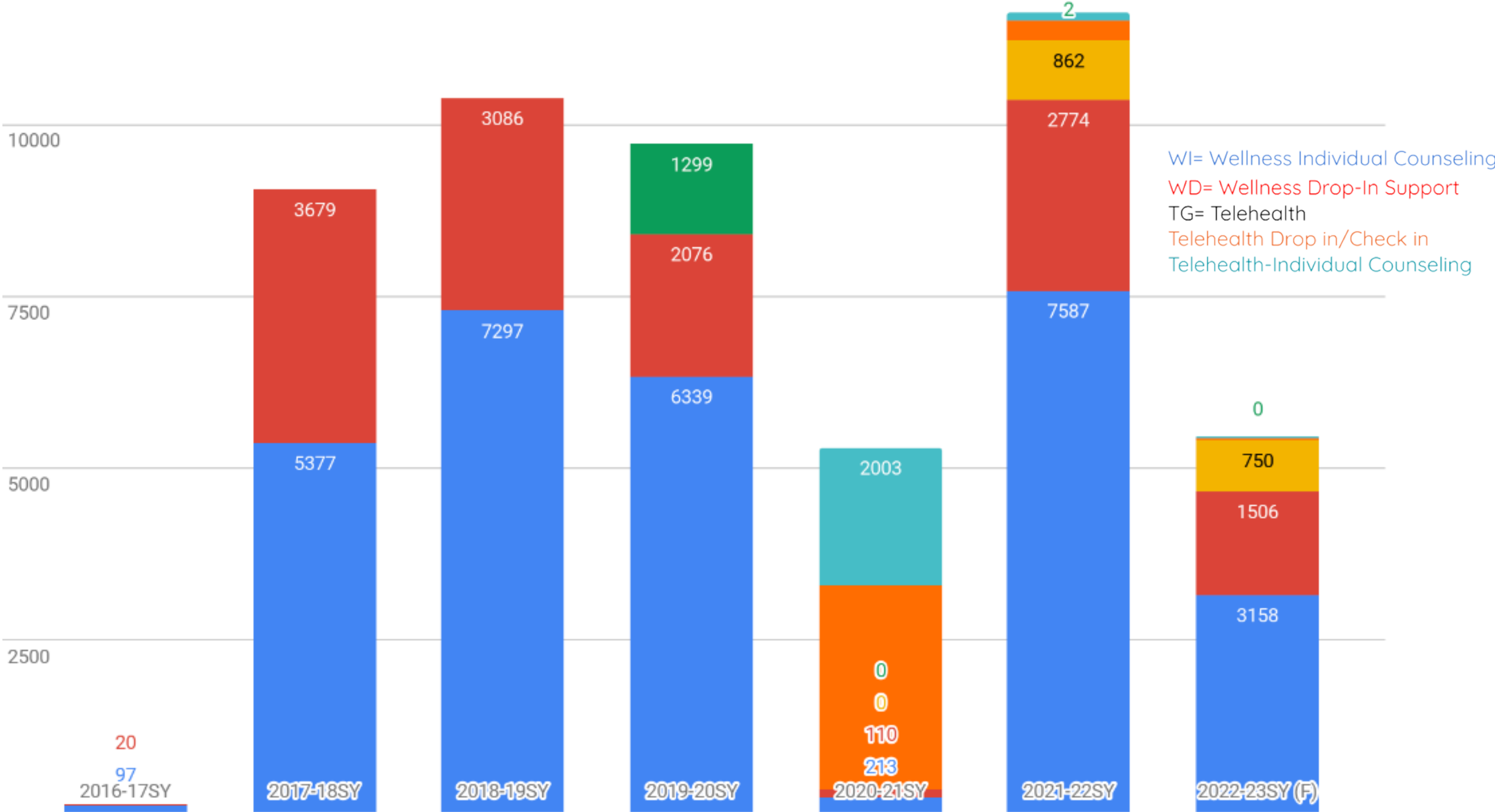
- **Mental Health Manager**  
Leads strategic planning, program development, implementation, oversight and evaluation of program.
- **Associate Mental Health Manager**  
Assists MH Manager with strategic planning, program development, implementation, oversight and evaluation
- **Clinical Supervisor**  
Maintains the responsibility for the clinical supervision required by the CA Board of Behavioral Sciences to Mental Health Therapists (Associates and Trainees)
- **Lead Mental Health Therapists**  
Coordinate and implement high school level wellness programming. Serve as the site's mental health leaders
- **Learning Communities for School Success Program**  
3 Spanish Speaking District SWs have been hired to serve a region that includes feeder middle schools to help reduce chronic absenteeism

# Six Year Review Highlights

2016-17	2017-18	2018-19	2019-20	2020-2021	2021-22
<ul style="list-style-type: none"> <li>• Therapy; individual, group, drop-in</li> <li>• Social &amp; emotional presentations</li> <li>• SPED; ERMHS Assessments</li> <li>• Restorative Practices</li> </ul>	<ul style="list-style-type: none"> <li>• Universal Screener</li> <li>• KEY Program</li> <li>• Intern Program</li> <li>• Kognito district wide suicide prevention training</li> <li>• One Love Foundation</li> <li>• TUPE Grant; VAPE, SUP &amp; ATS</li> <li>• BRIDGE</li> </ul>	<ul style="list-style-type: none"> <li>• Stanford Teen Mobile Health Van (PHCD Grant)</li> <li>• MOUs with community agencies</li> <li>• Evening district wide events</li> <li>• Wellness expansion for Middle College</li> <li>• ERMHS refinement</li> <li>• Multi Tiered Systems of Support (MTSS)</li> </ul>	<ul style="list-style-type: none"> <li>• Reorganization of MH&amp;W Program</li> <li>• Care Solace</li> <li>• Telehealth</li> <li>• Sources of Strength Grant</li> <li>• SPED Articulations</li> <li>• Professional development</li> <li>• TUPE: parent education groups</li> </ul>	<ul style="list-style-type: none"> <li>• Care Solace for community-wide referrals</li> <li>• E-consent - all forms on-line</li> <li>• Incorporated Telehealth</li> <li>• SPED: Therapeutic Programs</li> <li>• Parent Venture Parent Education</li> <li>• Social Worker (EL)</li> <li>• TUPE specialized ATS Programs</li> <li>• 4 new MHT's for SPED &amp; EL</li> <li>• District-wide equity work</li> <li>• Kent Award</li> </ul>	<div data-bbox="2618 1099 3018 1238" style="border: 1px solid black; padding: 5px; text-align: center;"> <b>2022-23</b> </div> <ul style="list-style-type: none"> <li>• Extended Learning Opportunities Grant 4 MHT (EL/Sped)</li> <li>• RTS Presentations</li> <li>• Therapy Dogs</li> <li>• Spanish evening events</li> <li>• 8 week Adolescent Counseling Services outpatient program for substance use</li> <li>• LCSSP Grant: inter &amp; intra-district collaboration for school engagement (3 new bilingual SW)</li> </ul>

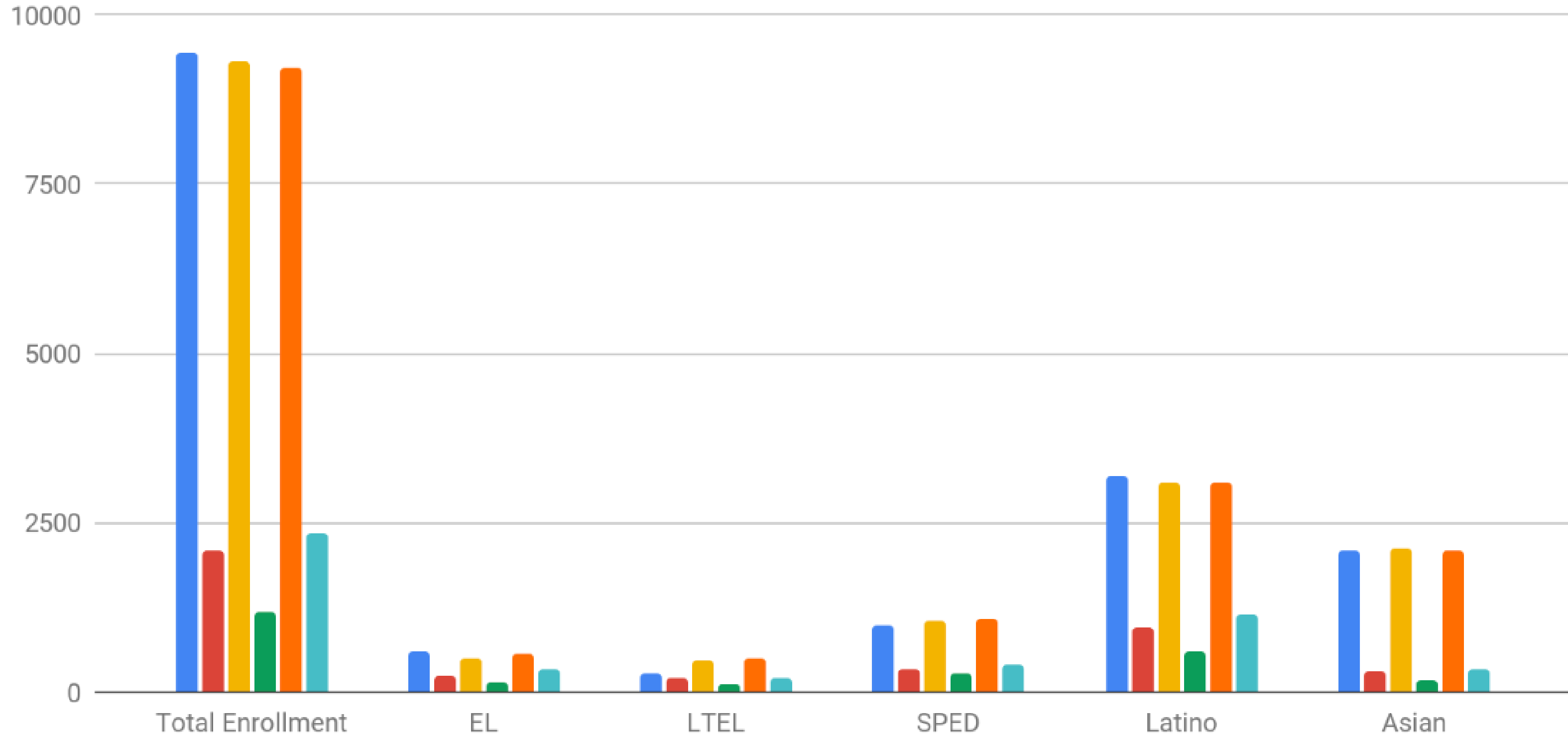


# Impact: Increased Access to Services



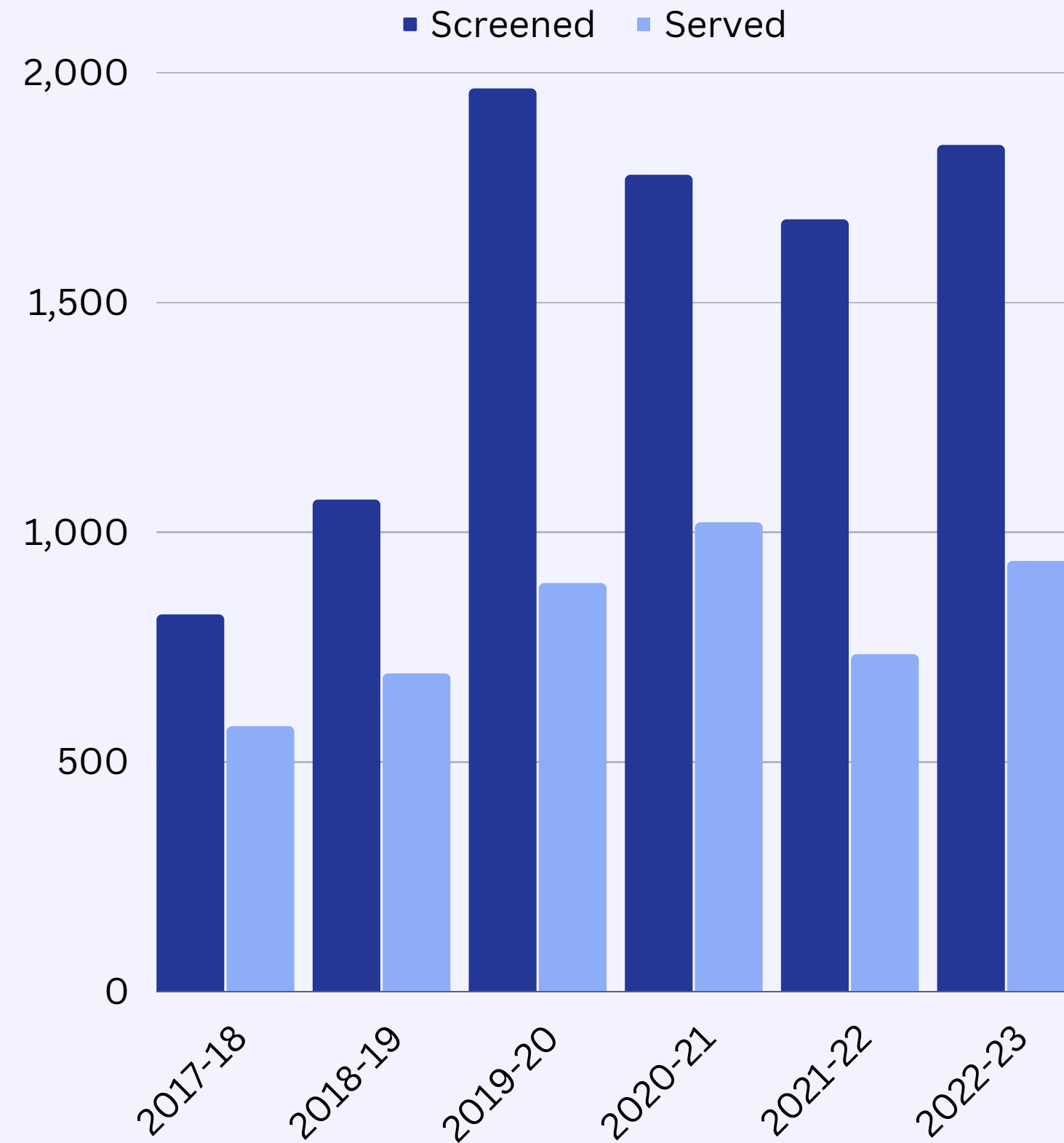
# Mental Health & Wellness Services

District 19-20   Rcv'd Service 19-20   District 20-21   Rcv'd Service 20-21   District 21-22  
Rcv'd Service 21-22

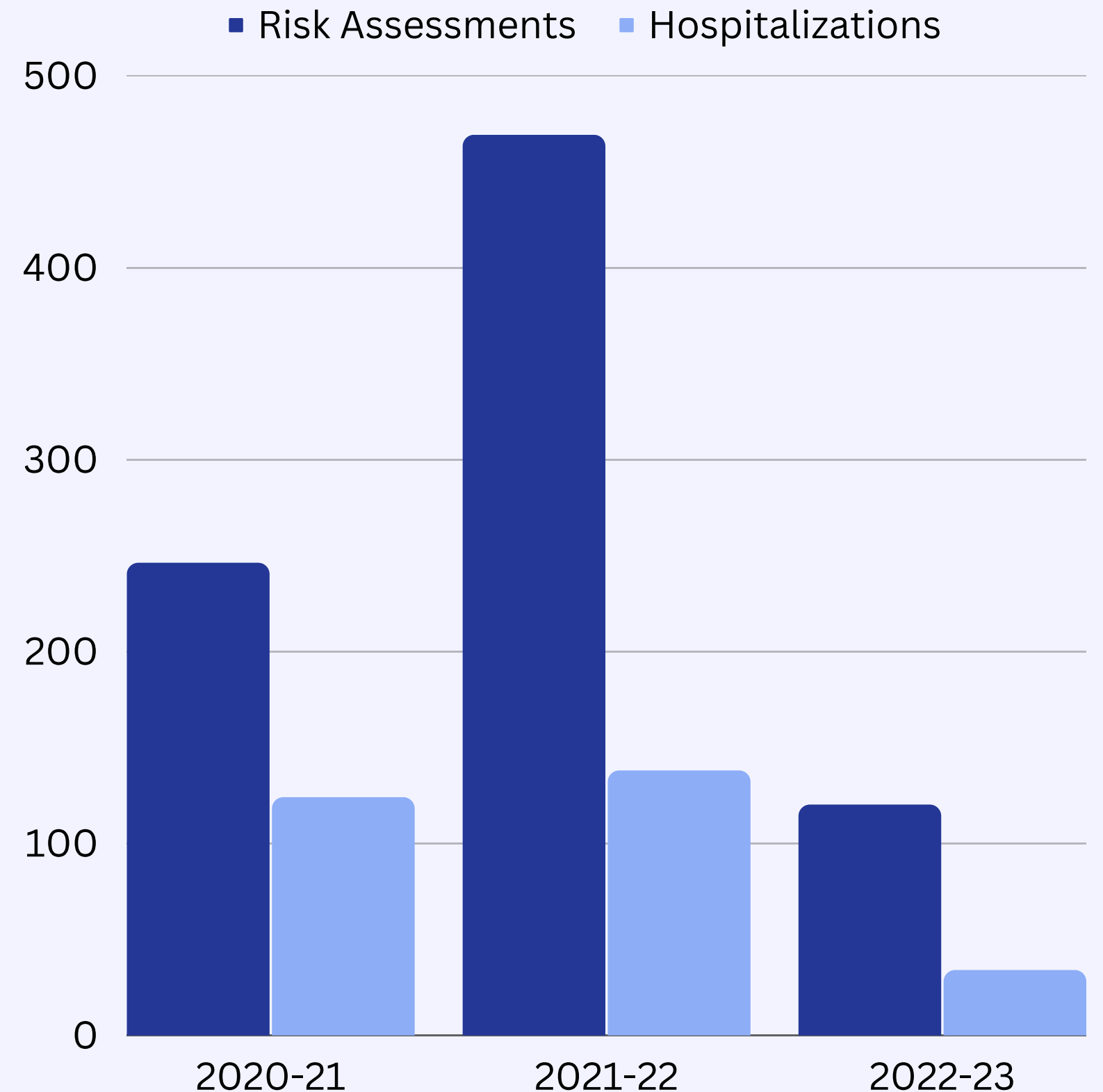




# Universal Screener & Services

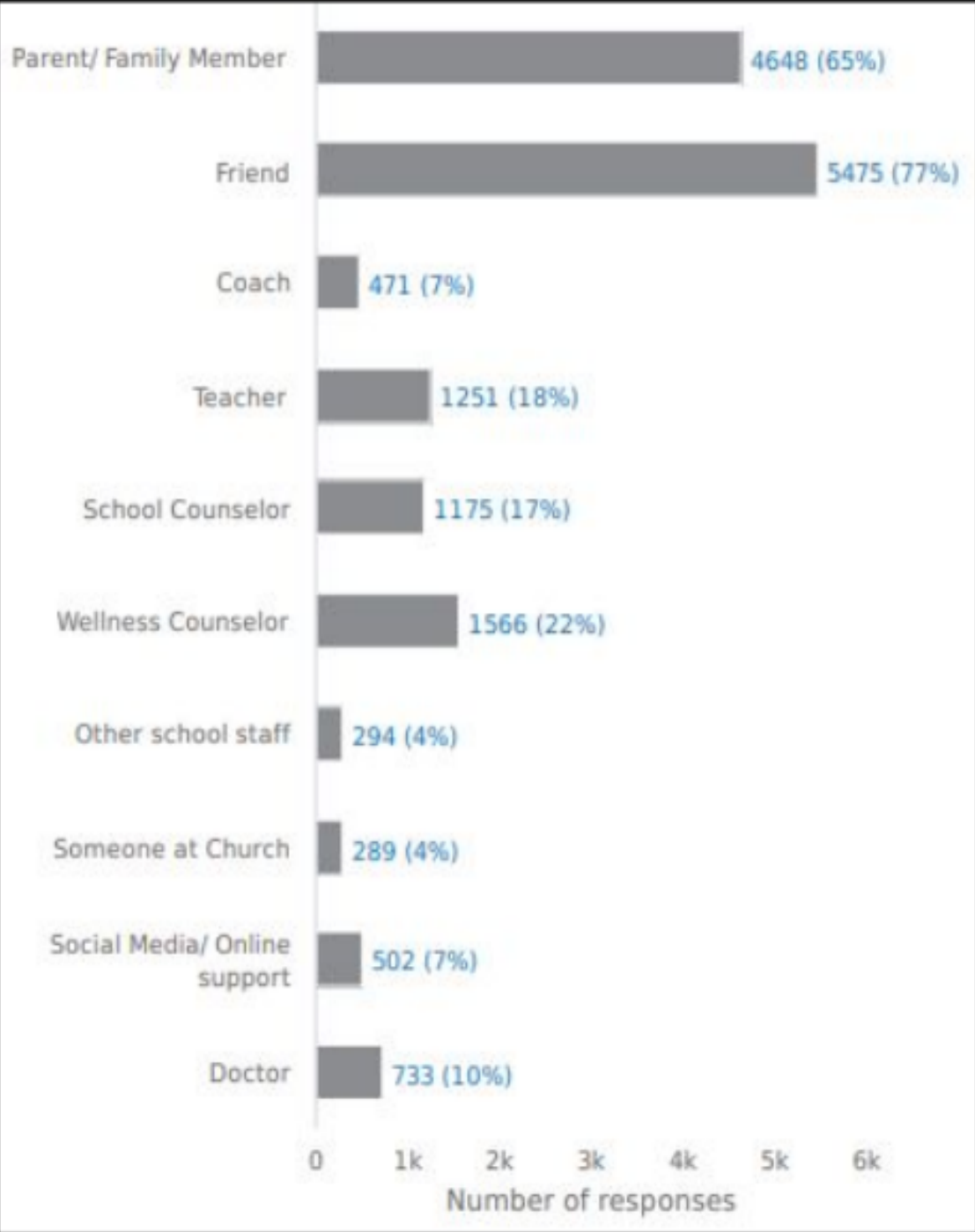


# Risk Assessments & Hospitalizations

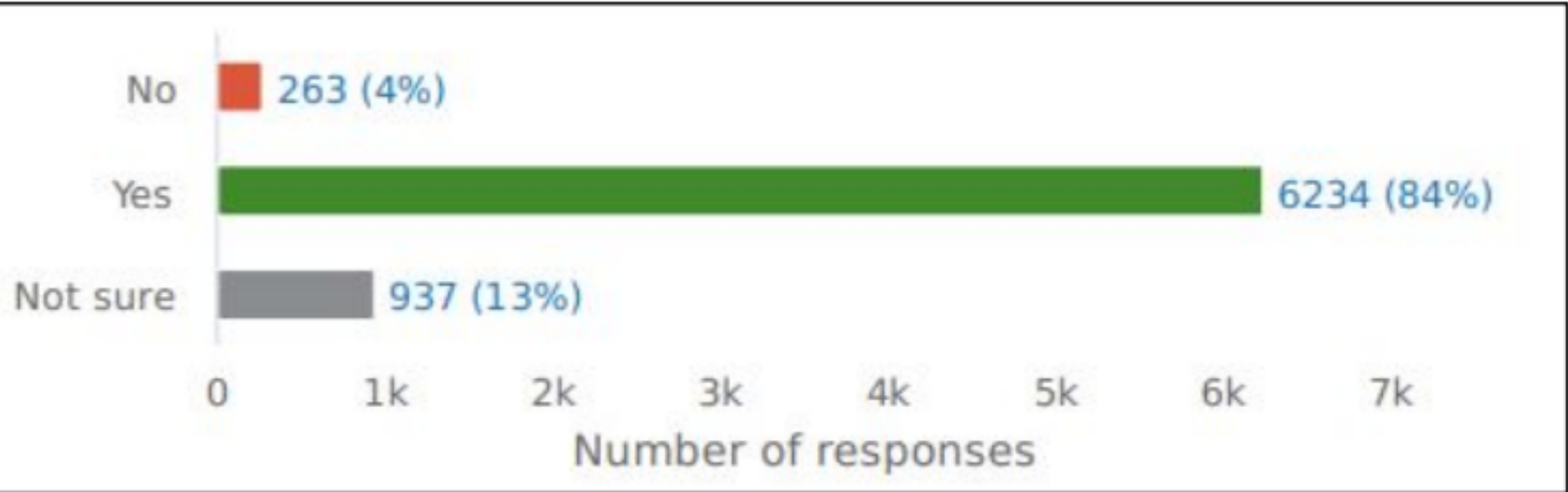


# Student Panorama Survey

Fall 2021



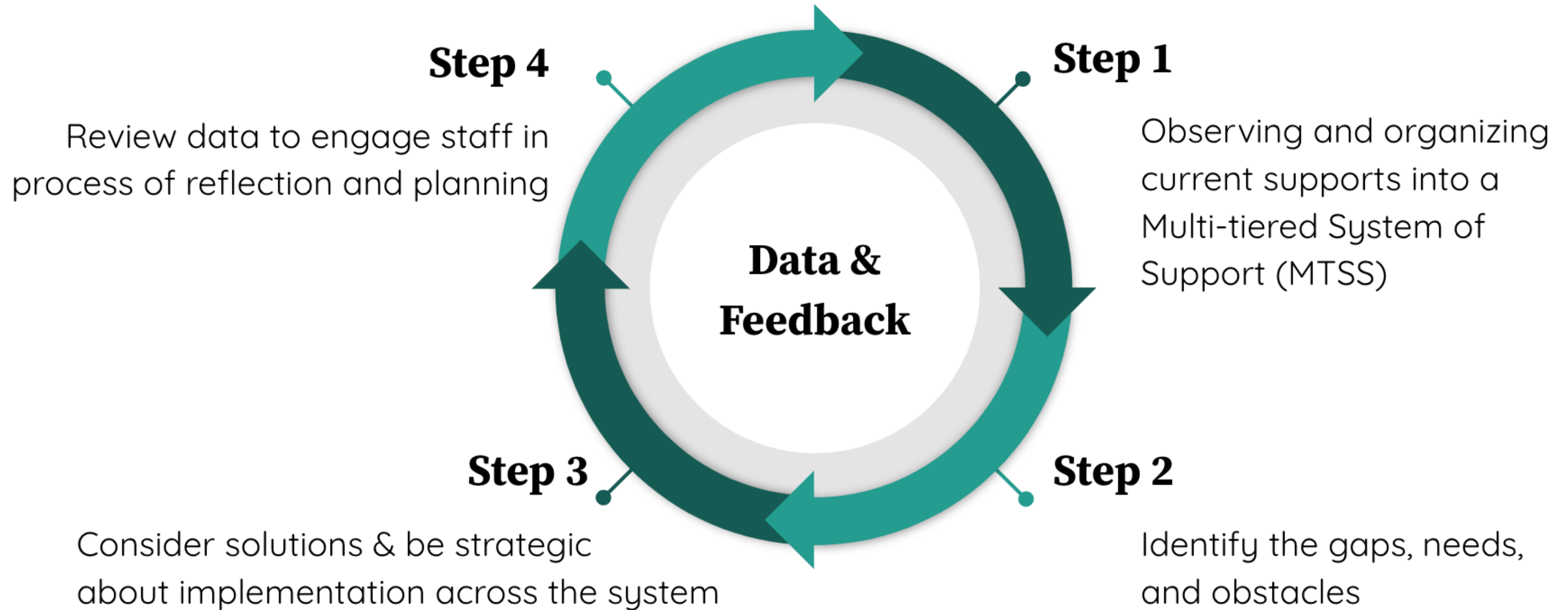
If you are feeling overwhelmed, stressed out or depressed, to whom do you reach out?



I know where I can get wellness support on campus when I need it.

# Taking stock & evolving

Identifying challenges & opportunities



# Mental Health MTSS

## Foundation

Student Experience Survey  
Learning Profile  
SEL - Training & Instruction  
Trauma Responsive

## Tier One

Comprehensive School Counseling Program (CSCP) - Social Emotional Wellbeing  
College & Career Readiness

## Tier Two

CSCP  
Hope Squad  
Suicide Prevention Program

## Tier Three

CSCP  
School Based Therapy  
Peer Counseling Program

## Referral

School Based Therapy  
Care Solace - community providers

# Prioritizing Mental Health

From Policy to Practice



care/solace.





As a School Social Worker, hours of my time has been spent calling mental health providers to verify what insurance they take, what services they offer, and where they're located, in an attempt to help my families find services.

Care Solace is a dream come true! Not only do they match my families with providers, they do so very quickly and professionally, and are also quick to answer me back if I have a question. And they have a comprehensive list of service providers in my city, which is always changing and growing!

This service has allowed me to focus on the needs of my students and families, and know that the referrals are being followed up on by the kind and attentive care companions at Care Solace.

Thank you!!

- School Social Worker Clark County, NV



Thanks so much for your help! I don't think I would have followed through on my own. I appreciate you! Know what you do (even though it can be difficult at times) is much appreciated and needed for so many!

- Parent, Fort Worth ISD, TX



I Thank you for your kindness, and diligence in helping me find a provider for my daughter. It hasn't been an easy process and your hard work and dedication have helped us out tremendously. You have no idea how helpful your business has really been. Thanks for not giving up on us.

- Parent Kittatinny Regional High School, NJ



I really appreciate the help you gave me especially during this hard time that me and my family are going through. It was very helpful and prompt.

You were very polite and you can tell that you were sincere in trying to help us find, and schedule an appointment with providers in a very timely manner. Again thank you for all your help.

- Parent Valley View SD, IL

care-solace®

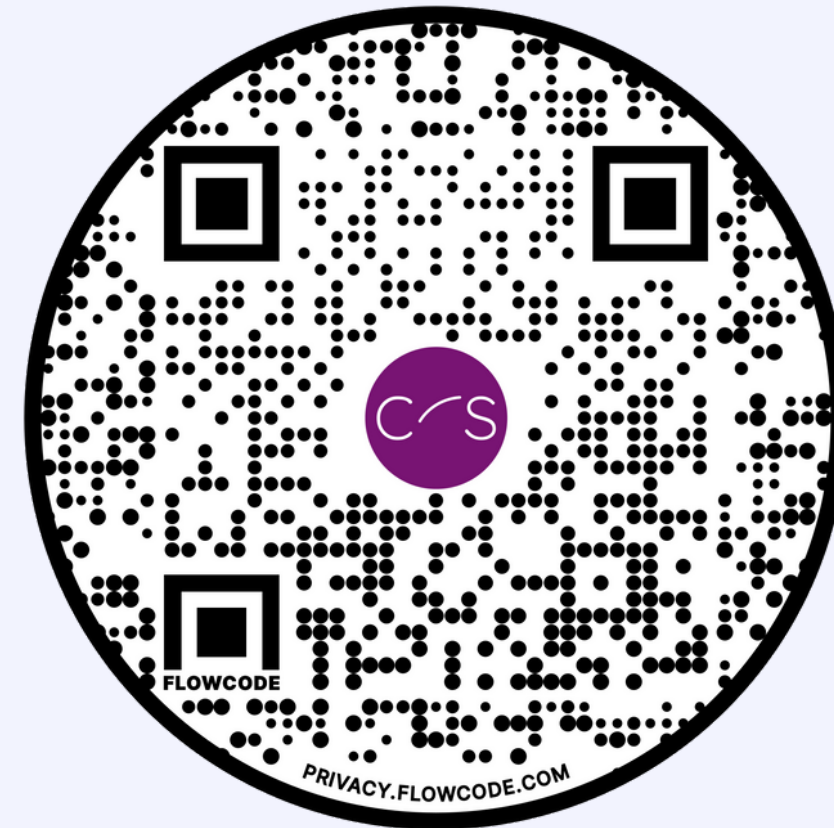
# Discussion & Questions



**Jenean Fear**

619-251-1908

[Jenean.fear@caresolace.org](mailto:Jenean.fear@caresolace.org)



**Scan to Connect**

The logo features the text "care solace" in a white, lowercase, sans-serif font. A thick, light purple wave graphic arches over the text, starting from the left, passing behind the "care" and "solace" words, and ending on the right. A small registered trademark symbol (®) is located at the end of the word "solace".

care solace<sup>®</sup>

Calming the chaos of mental health care