

# care solace

Calming the Chaos of Mental Health Care



**City of Santa Clara**  
The Center of What's Possible

Santa Clara, CA  
January 28, 2025

## care solace

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

We **connect all residents** to the support they need, and we **navigate the associated chaos of specialization, insurance, eligibility, and availability.**

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



Mayor Lori Stone shares the Murrieta referral card.

Private Sector Associates of  
The United States Conference of Mayors

United States Conference of Mayors  
Business Council 2024 Best Practices Report

## Mayors and Businesses Driving Economic Growth


# 2024




**POST MEETING MATERIAL**

## 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**


**673K Verified Providers**  
 Care Solace has the largest network of verified mental health providers in the US, as well as social services in each community.

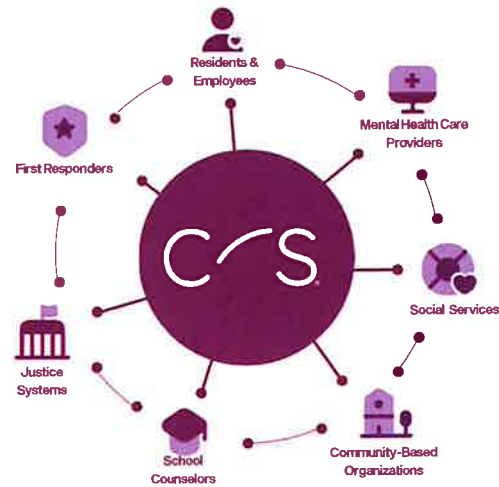
 **Call a Care Companion**

  
**923**  
Communities

  
**21M**  
Individuals with Access

  
**47%**  
Intensive Pathways

  
**50%**  
Public & No Insurance



## Care Solace access to care

- 1** Resident needs help, but doesn't know where to begin.
- 2** Resident accesses Care Solace from the city's 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**

# The Care Match Process

The Care Match Process is a digital platform designed to connect users with mental health services. The interface includes a search bar with filters for location and insurance. Below the search bar, there are several provider listings, each featuring a profile picture, name, address, and a list of services offered. The providers listed include:

- Tom Taylor - sponsor
- GROW HEALTH CARE GROUP PC
- Kaiser Permanente Medical Group
- Kaiser Permanente - Kaiser Redwood City
- Channing Growth Therapy
- Soul Centered Counseling
- Creative Psychiatry
- Jacob's Ladder Therapies

## Custom Engagement & Communication Strategy

Our Care Solace in-house team of experts work alongside you.



### Communications Workshops

to explore content, positioning, and channels of communication



### Communications Calendar

for awareness and employee engagement



### Communication Mediums

emails, newsletters, webinars, posters, flyers, and more.

# Examples: Flyers and Signage

## Esta bien pedir ayuda

Care Solace está disponible las 24 horas del día, los 7 días de la semana, los 365 días del año para ayudarle a encontrar proveedores de tratamiento de salud mental y uso de sustancias, así como información de su cobertura de seguro. También puede conectarlos con servicios sociales como la rifa, atención médica y alimentación, así como con organizaciones comunitarias que brindan asistencia social.

**Cómo funciona:**

- Llámanos o visita nuestra web**  
Nuestro equipo multilingüe está disponible las 24 horas del día, los 7 días de la semana, los 365 días del año para ayudarle a conectarse con los proveedores disponibles. También puede buscar en el sitio web Care Match en su cuenta.
- Completar una breve proyección**  
Una vez que se conecta con nosotros, le haremos algunas preguntas rápidas para que podamos comenzar del mejor modo que está buscando.
- Consiga una cita y reserve una cita**  
Nuestro equipo trabaja para encontrar proveedores que se adapten a sus necesidades. Una vez identificados, le presentaremos opciones y podremos ayudarle a reservar su cita.

**care-solace**

## کمک خواستن اشکالی ندارد.

از ساعت دوازده تا سیزده، کارکنان ما آماده و با تجربه هستند تا به سوالات شما در مورد مراکز مراقبت بپردازیم. ما همچنین می‌توانیم شما را با خدمات اجتماعی مانند مراقبت از بیمه، خدمات پزشکی و غذای رایگان، کمک‌های مالی و سایر خدمات اجتماعی که می‌تواند به شما کمک کند، با هم وصل کند.

خدمات مشاوره و ارجاع ما همیشه در دسترس است.

**24/7/365 پشتیبانی چندزبانه**

**همین امروز یا  
مراکز مراقبت تماس بگیرید**

Call (888) 515-7881

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### Encuentra la ayuda que necesitas.

- Proveedores de Salud Mental
- Tratamiento para el Uso de Sustancias
- Comida y Vivienda
- Asistencia Social

Lláme o escanee el código  
**(888) 515-7881**

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Care Solace es un servicio disponible las 24 horas del día, los 7 días de la semana, los 365 días del año para ayudarle a encontrar proveedores de asistencia social.

**(888) 515-7881**

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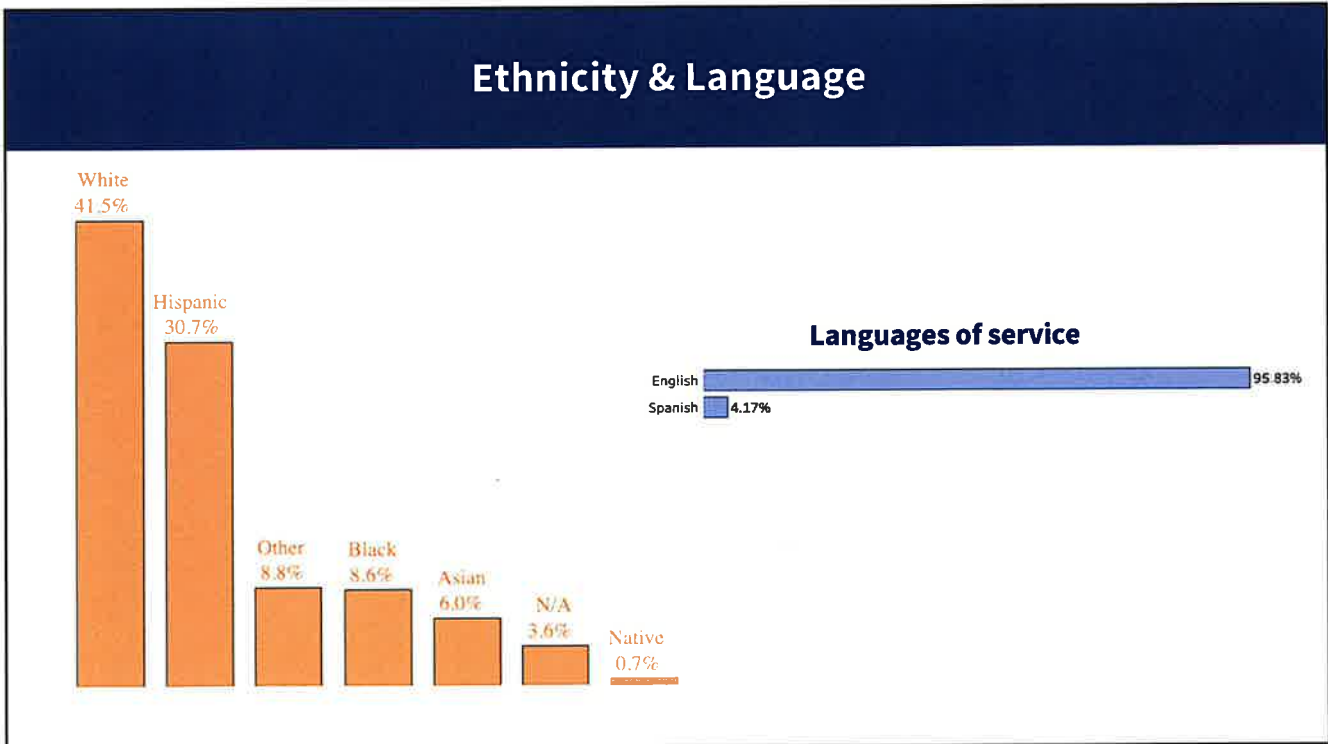
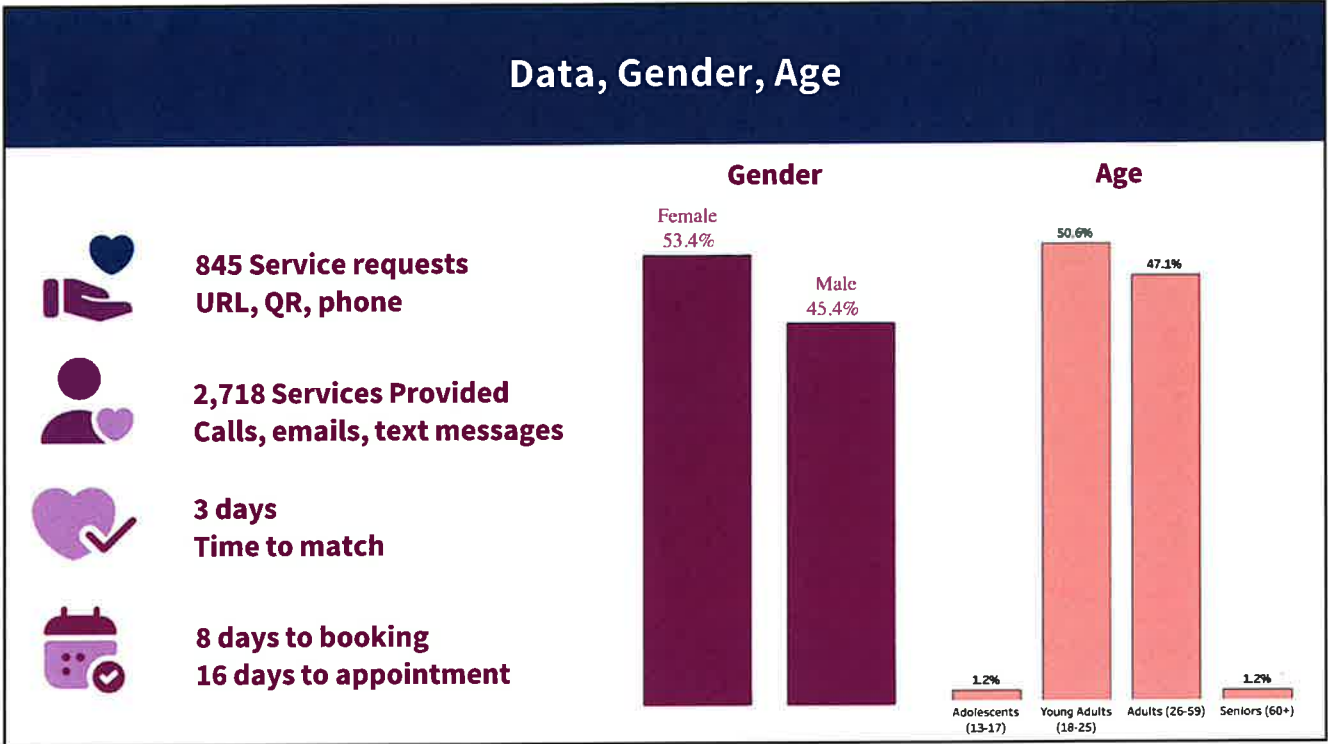
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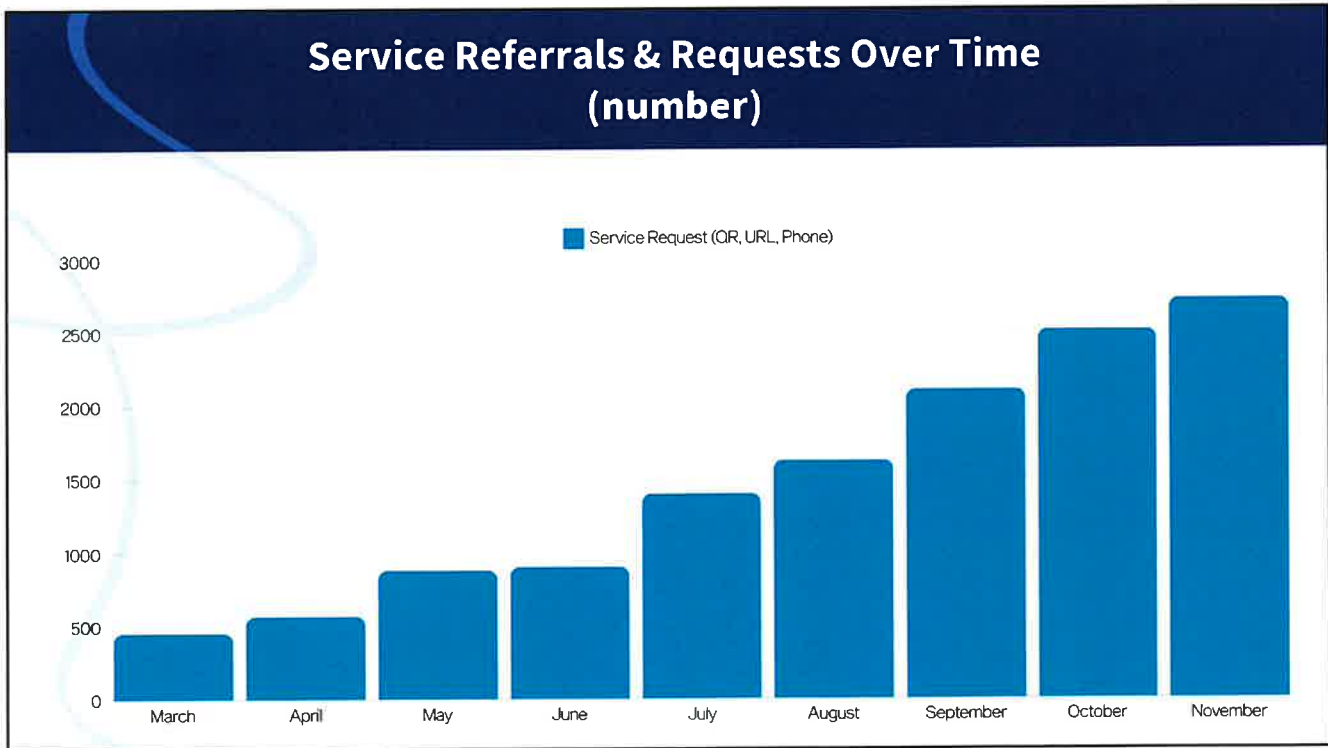
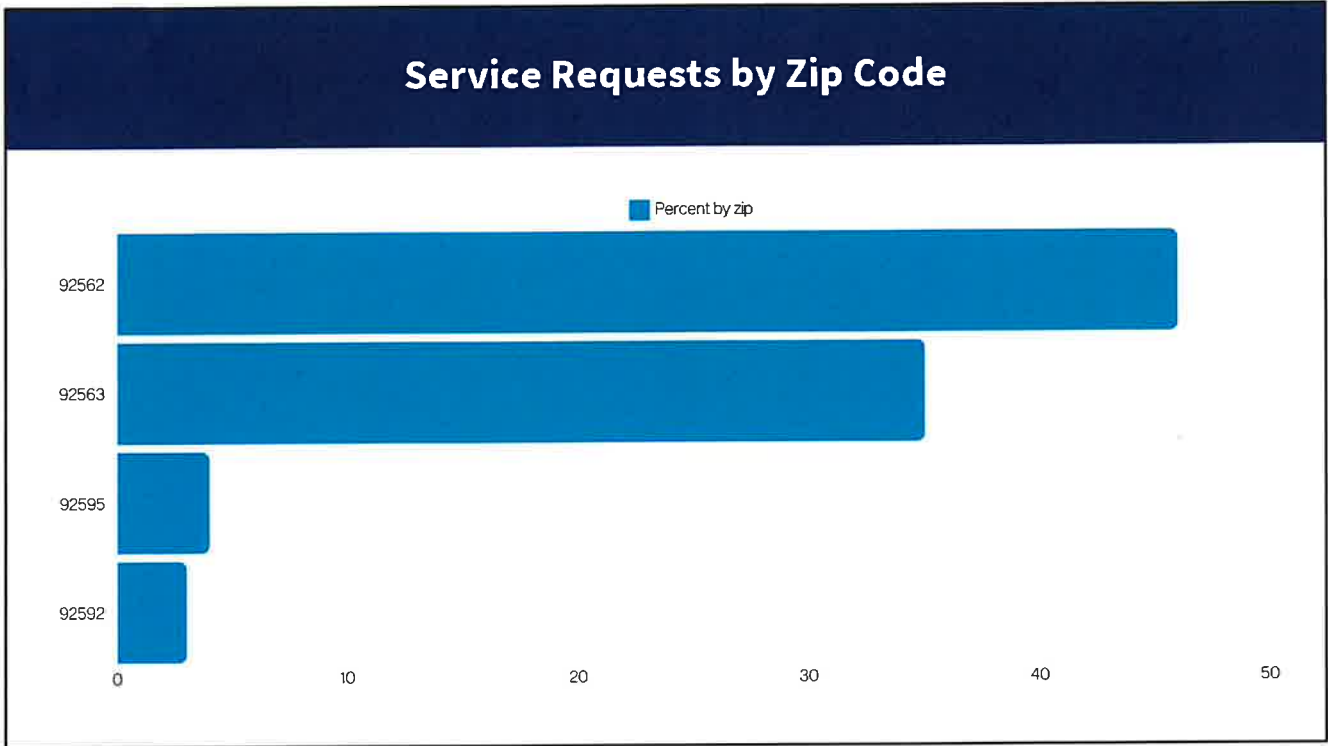
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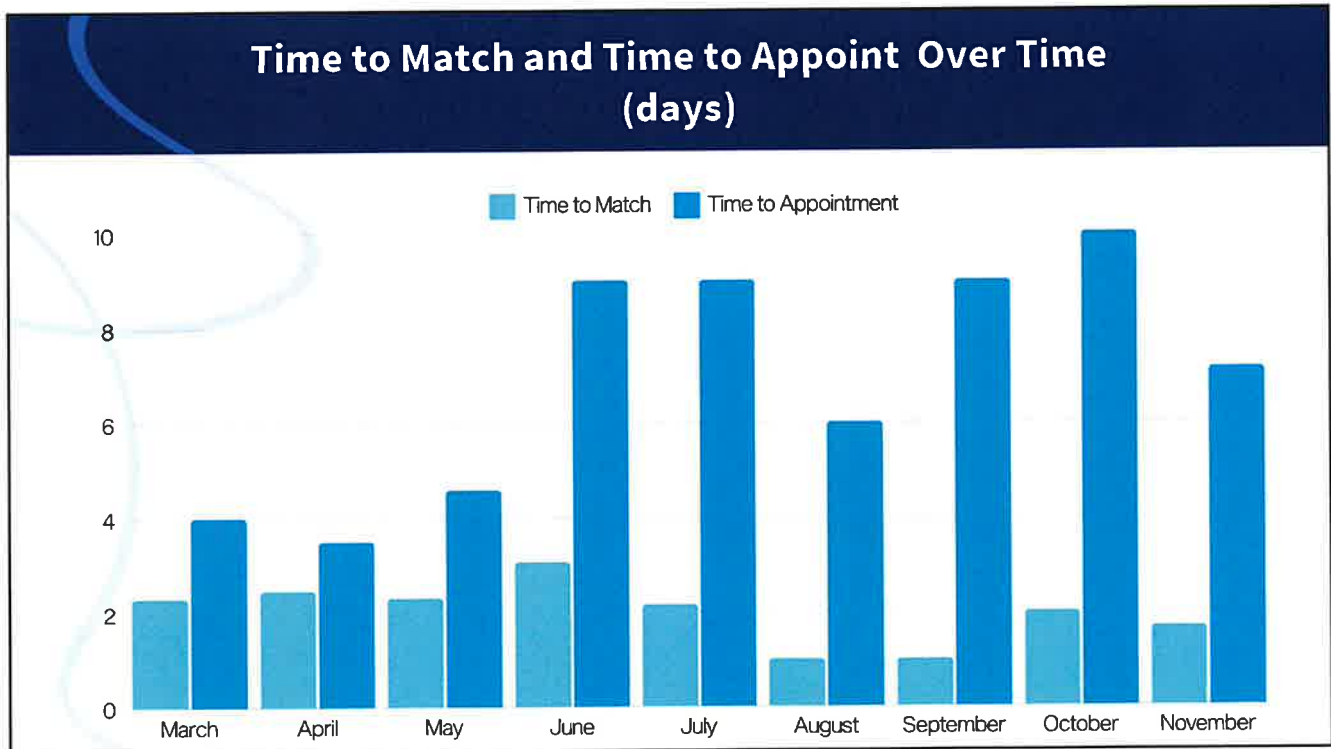
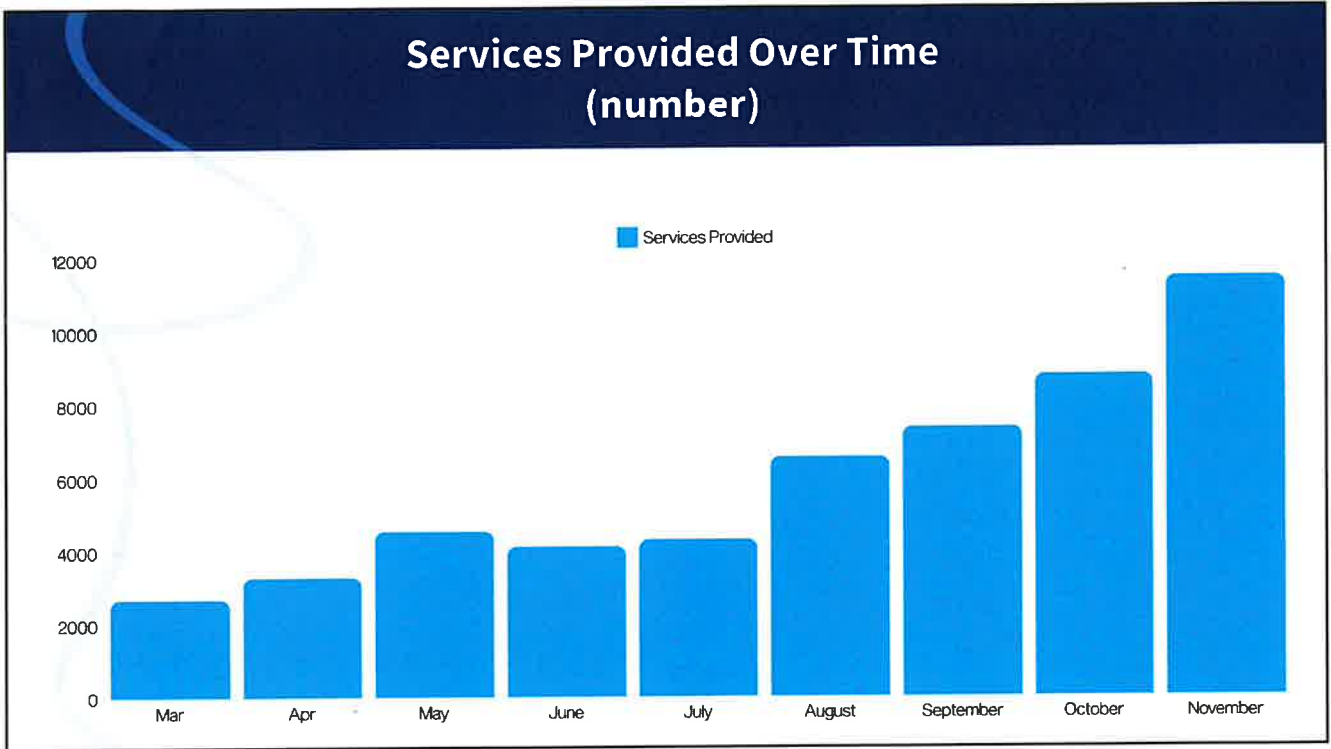
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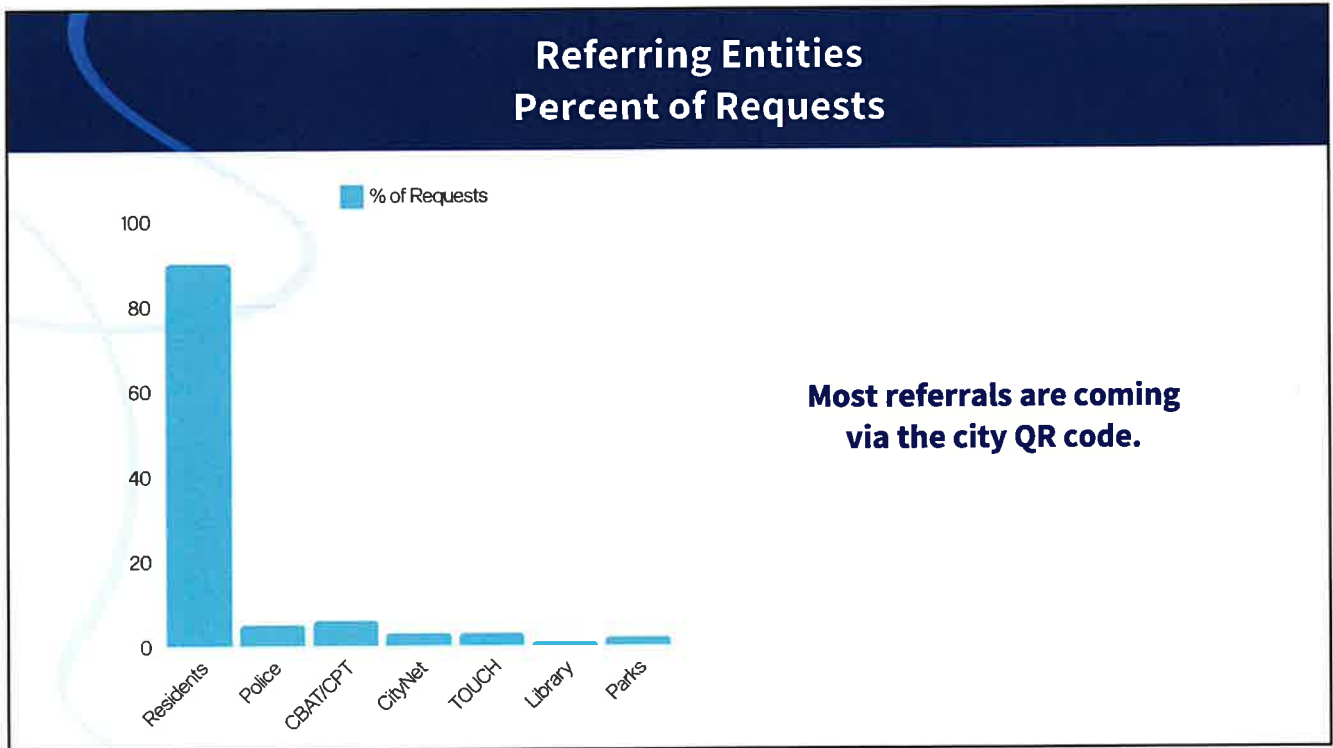
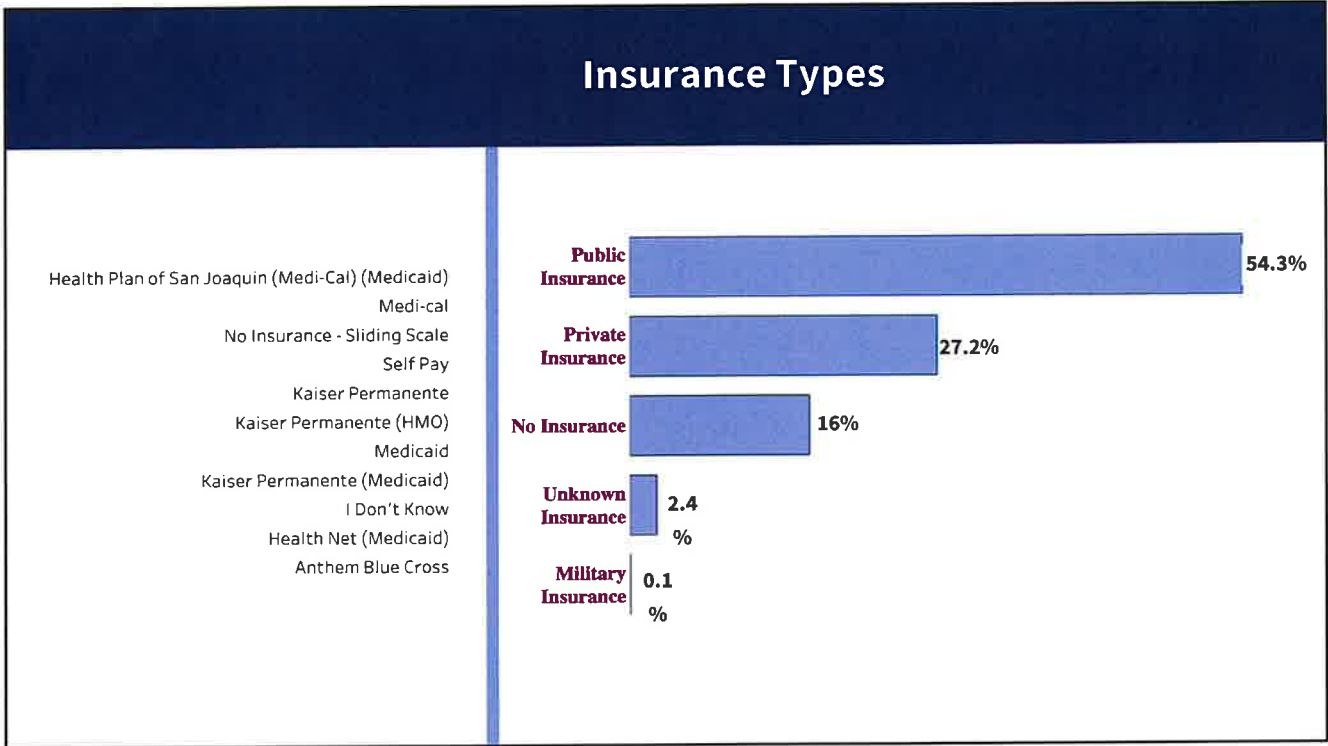
## Example Business Review





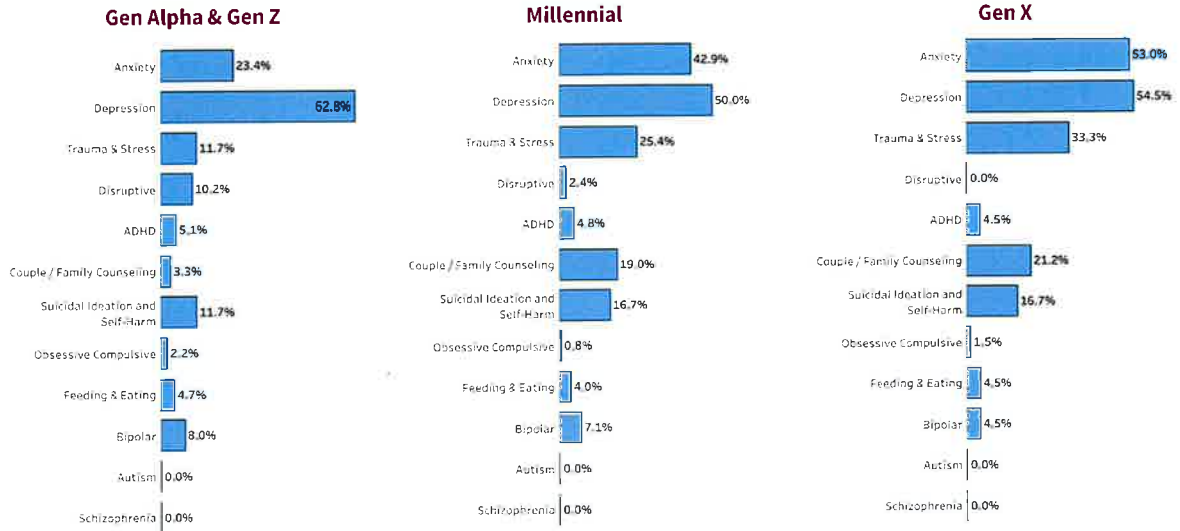




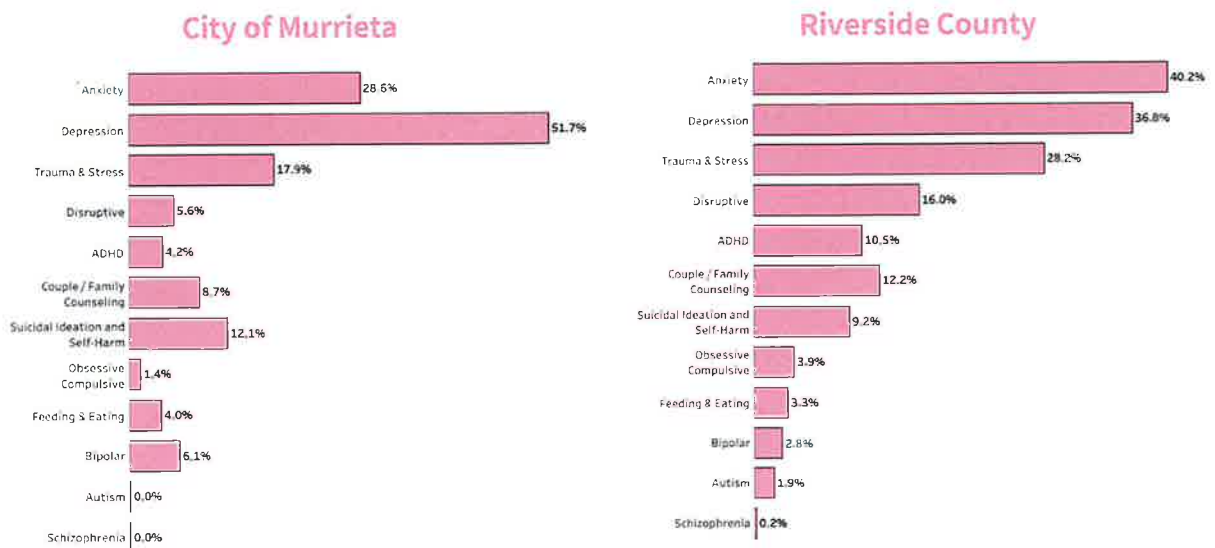


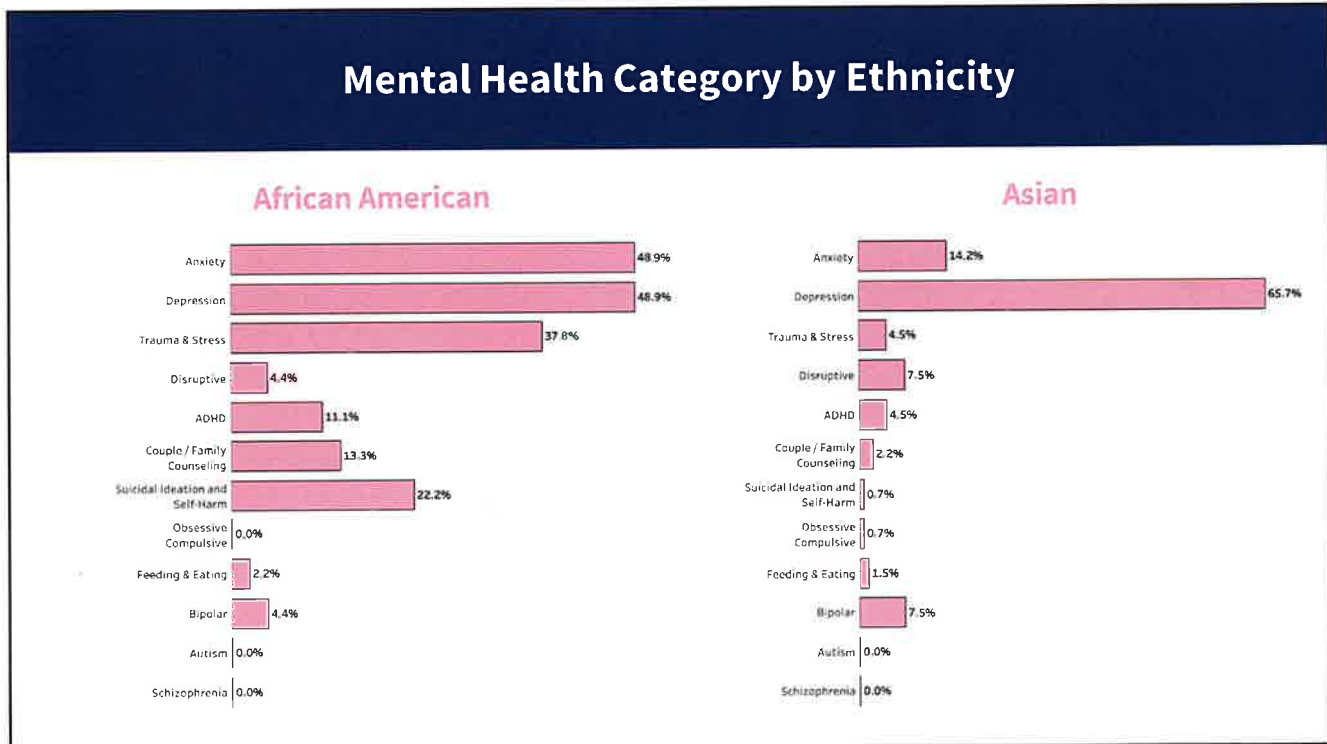
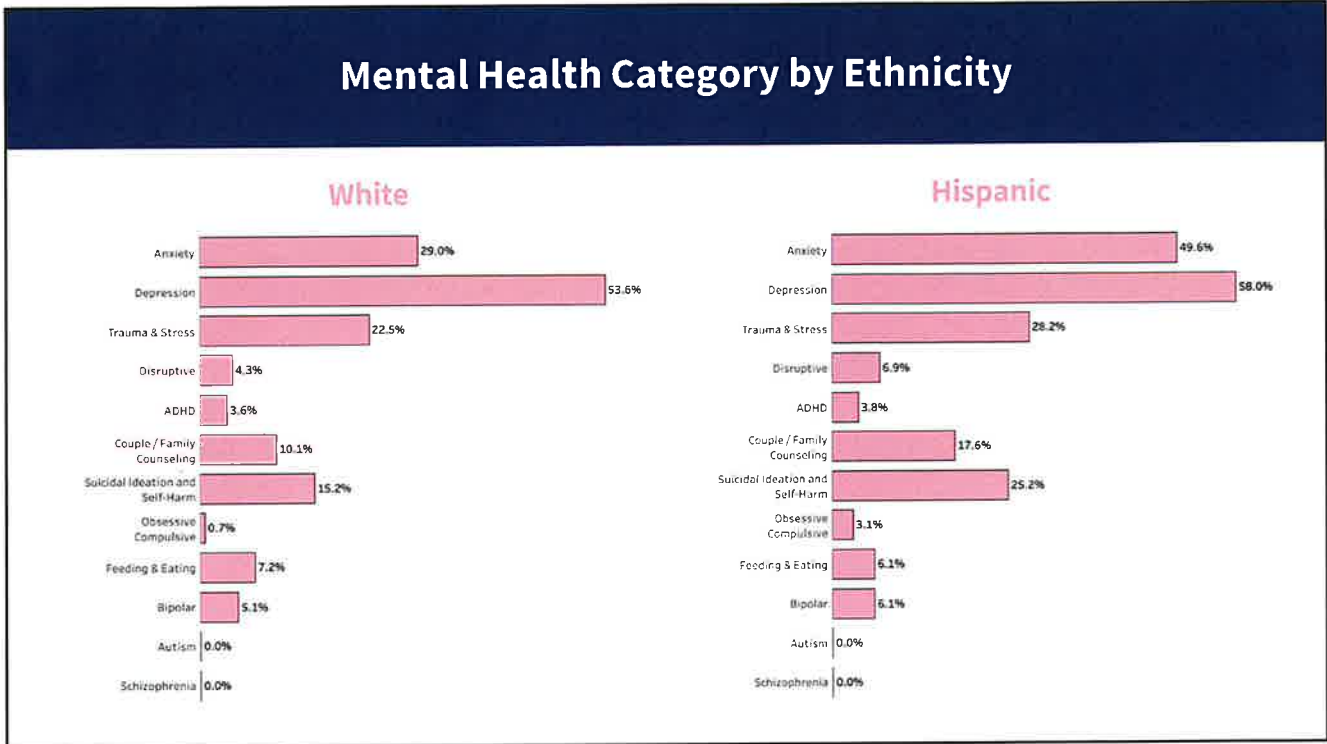


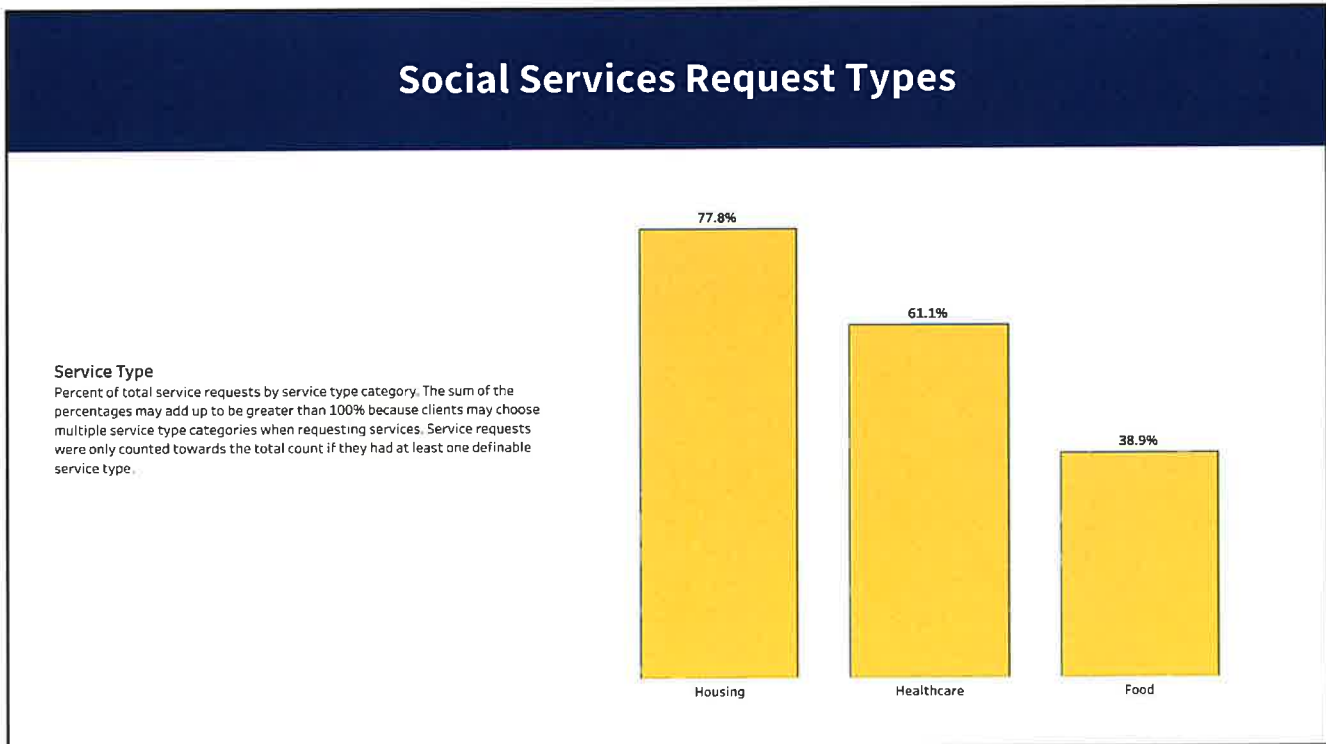
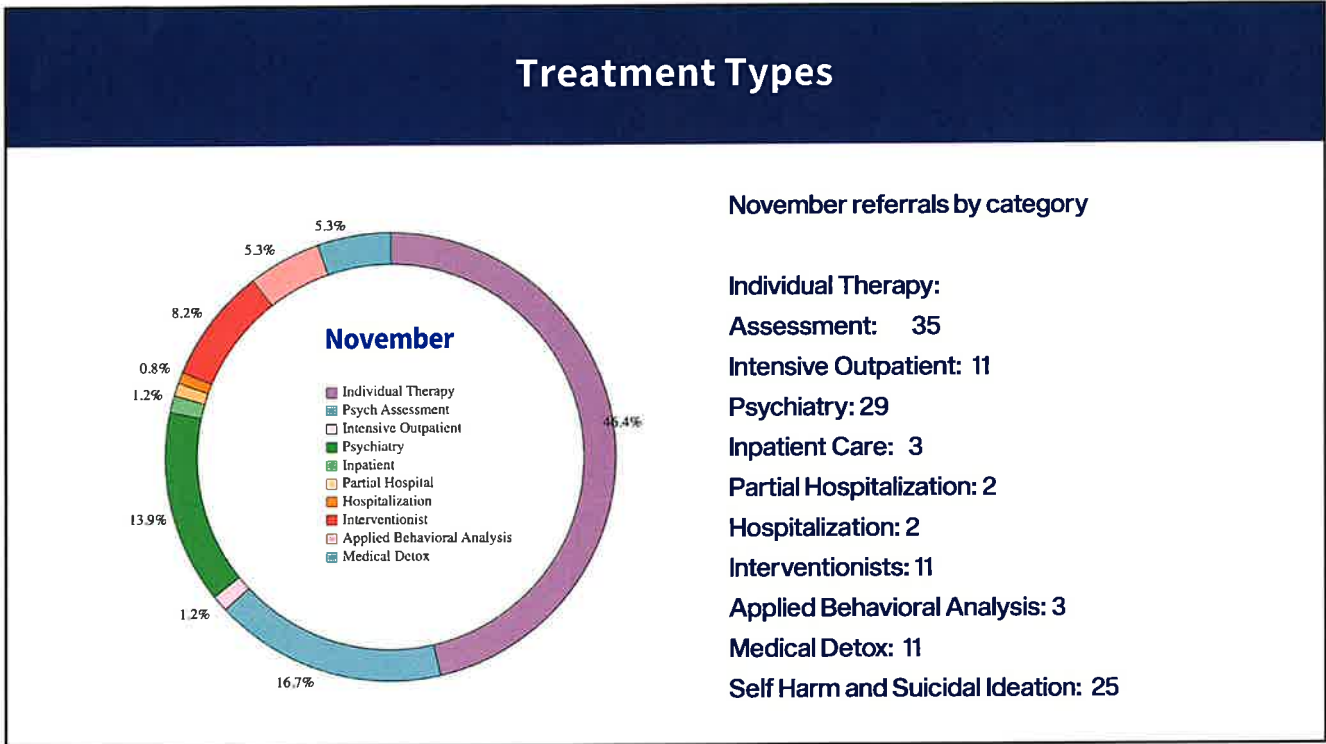
## Mental Health Category by Age



## Mental Health Category Observations







## Example cases

**45 year old female**  
**City resident**  
**Caucasian**  
**Zip code: 95207**  
**Anxiety, Trauma & Stress**  
**Aetna Insurance**

Living in difficult situation with emotional abuse. Long term trauma and stress because of the relationship. Tried finding therapist on her own, (57 calls) but was unsuccessful. Care Solace matched her with 12 available providers. Appointment was booked within 7 days.

**37 year old female**  
**City resident**  
**Hispanic**  
**Zip code: 95210**  
**Alcohol Abuse, Anxiety, Depression**  
**Blue Cross**

Client experiencing anxiety, stress, and was in search of assistance with substance abuse. Care Solace matched resident with therapy and a treatment center.  
  
 Client booked appointment on her own.

**54 year old male**  
**City resident**  
**Native American**  
**Zip code: 95207**  
**Depression, Trauma & Stress**  
**No insurance**

Client experiencing depression, trauma and stress. Lost his job. Didn't think it was possible to obtain care without insurance. Care Solace matched him same day with therapist willing to assist with sliding scale. Appointment was booked 8 days later.

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**City of Santa Clara**  
City of Santa Clara, California

**Care Solace will serve as a centralized hub, a front door,** to all mental health and social services.

**All residents and employees** will have access to the support they need through a phone call to a **Care Companion** or through **Care Match QR/URL** where they can search on their own.

Care Solace will **navigate the associated chaos of specialization, insurance (or lack thereof), eligibility, and availability on behalf of the resident or employee.**

**Data and trends will be provided monthly** to provide the city with insights on the needs of its communities.

Care Solace will ensure that access to mental health care and social services is **easy, inclusive, and dignified.**