

care/solace[®]

Calming the Chaos of Mental Health Care



City of College Park, MD
September 12, 2023



Anita Ward, My Story

H★MILTON

I wasn't an exception. Access to mental health care is complicated for everyone.

It takes **50-60 calls** to find available help matched to specific needs. And still **80% of people don't receive the help they need.**

Nationally, more than **14 million** individuals recognize that they need help, but **cannot find the right behavioral healthcare provider or agency.**

Who takes my
insurance?

What do I do?

What if I don't have
insurance?

Who offers
teletherapy?

Who is in my area?

Who is accepting new
patients?

Who treats children?

Who speaks Spanish?

The Mental Health Crisis

21%

of adults are experiencing a mental illness
50 million adults

15%

of adults had a substance abuse disorder in the last year.
93.5% did not receive treatment.

4.8%

percentage of adults reporting suicidal thoughts
12.1 million adults

11%

of adults who identify as 2 or more races had serious suicidal thoughts.

16%

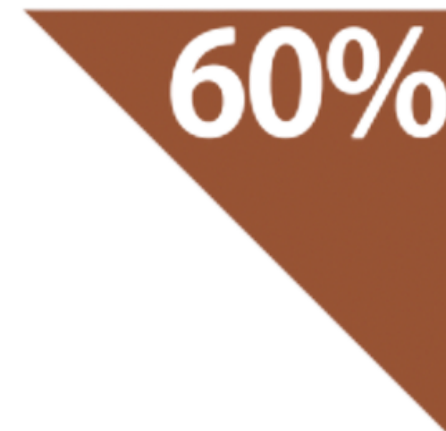
of youth reported at least one major depressive episode in the last year.
2.7M youth

Over 1 in 5 youth (ages 13-18) have had a seriously debilitating mental illness.

The Mental Health Crisis



**of adults with mental illness
receive no treatment.**



**of youth with major depression
receive no treatment**

**About 1 in 25 U.S. adults lives with a serious mental illness, such as schizophrenia,
bipolar disorder, or major depression.
12 million adults reported serious thoughts of suicide.**

Mental Health in Maryland



1 in 5 U.S. adults experience mental illness each year.



781,000 adults in Maryland have a mental health condition.

That's more than **19X** the population of Annapolis.

It is more important than ever to build a stronger mental health system that provides the care, support and services needed to help people build better lives.



More than half of Americans report that **COVID-19** has had a **negative impact** on their mental health.

In February 2021, **39.1% of adults in Maryland** reported symptoms of **anxiety or depression**.

31.3% were unable to get needed counseling or therapy.



1 in 20 U.S. adults experience serious mental illness each year.

In Maryland, **181,000 adults** have a **serious mental illness**.



1 in 6 U.S. youth aged 6–17 experience a **mental health disorder** each year.

57,000 Marylanders age 12–17 have depression.

Marylanders struggle to get the help they need.



More than half of people with a mental health condition in the U.S. **did not receive any treatment** in the last year.

Of the **252,000 adults in Maryland** who **did not receive needed mental health care**, **33.7%** did not because of cost.

5.9% of people in the state are uninsured.



Marylanders are **10x more likely to be forced out-of-network** for mental health care than for primary health care — making it more difficult to find care and less affordable due to higher out-of-pocket costs.

1,082,305 people in Maryland live in a community that **does not have enough mental health professionals**.

An inadequate mental health system affects individuals, families and communities.



High school students with depression are more than **2x more likely to drop out** than their peers.

45.5% of Marylanders age 12–17 who have depression **did not receive any care** in the last year.



6,360 people in Maryland are homeless and **1 in 4 live with a serious mental illness.**



On average, 1 person in the U.S. **dies by suicide every 11 minutes.**

In Maryland, **650 lives were lost to suicide** and 188,000 adults had thoughts of suicide in the last year.

1 in 4 people with a serious mental illness has been arrested by the police at some point in their lifetime –



leading to over **2 million jail bookings** of people with serious mental illness each year.

About **2 in 5 adults** in jail or prison have a history of mental illness.



7 in 10 youth in the juvenile justice system have a mental health condition.



National Alliance on Mental Illness

NAMI Maryland is part of NAMI, National Alliance on Mental Illness, the nation's largest grassroots mental health organization dedicated to building better lives for the millions of Americans affected by mental illness.

This fact sheet was compiled based on data available in February 2021. For full citations, visit: nami.org/mhpolicystats.



Our Mission

We calm the chaos.

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 and **facilitate communication and collaboration across a continuum of care.**

In a state **we are the hub** to all mental and social health supports.

We deliver on the mission.



800

Communities/
Clients



18M

Individuals
with Access



12.5M

Support
Interactions



47%

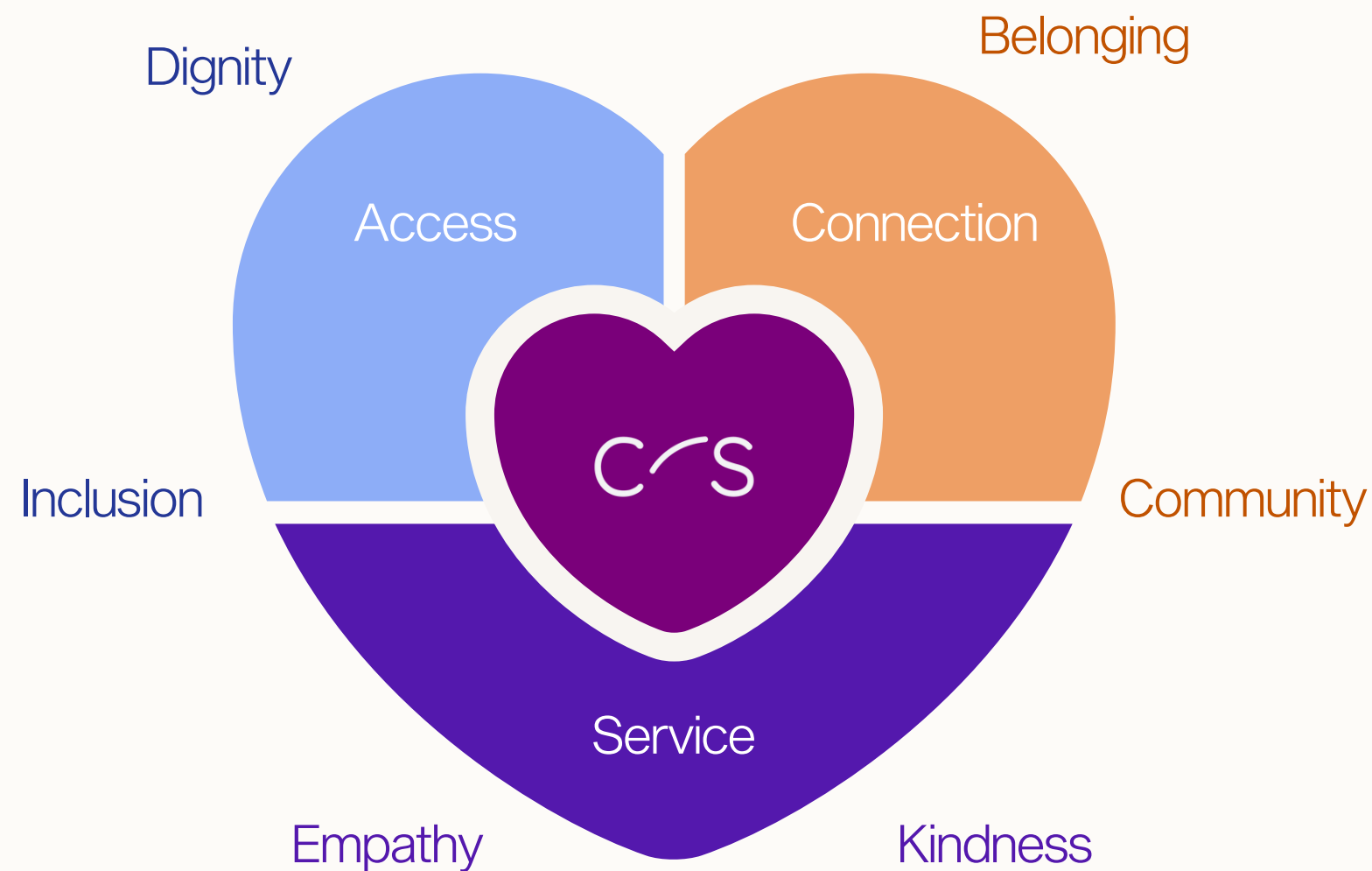
Intensive Pathways



83

NPS Score

Our Approach to Mental Health



NEWS > ENEWS > FEATURED

An 'Open Table' Solution for Mental Health

HEALTHCARE: Care Solace Expanding into Schools, Municipalities

BY JEFF CLEMETSON

MAY 5, 2023

20



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.

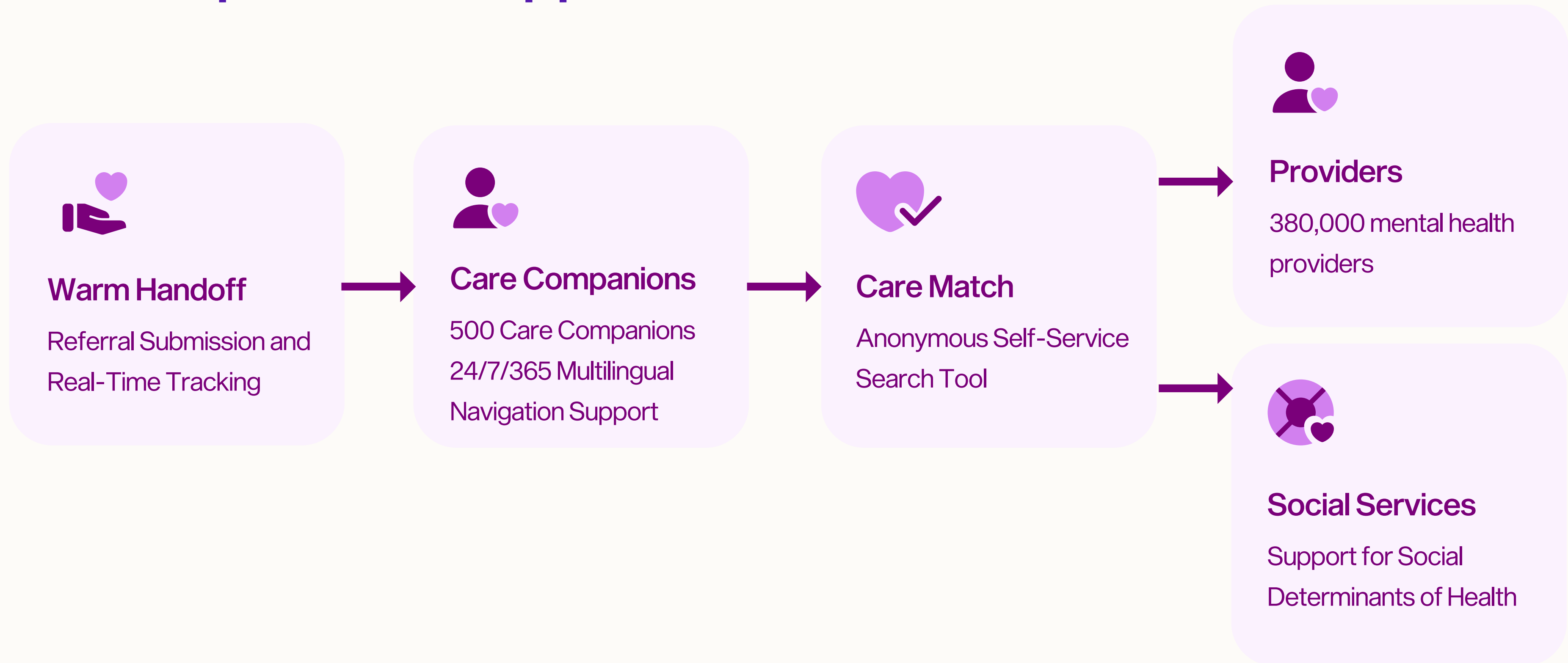


Chad Castruita
Founder & CEO
Care Solace

“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 "open table" approach



Access to mental health care in communities is especially complicated

Care Solace combines high-touch with high-tech to provide care coordination across all state, county and city departments, agencies and services.



Our Care Companions are with your residents every step of the way 24/7/365.



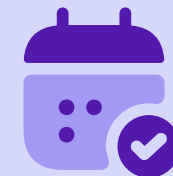
Complete Screening

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



Get Matched

Individuals gain access to more than 380K 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

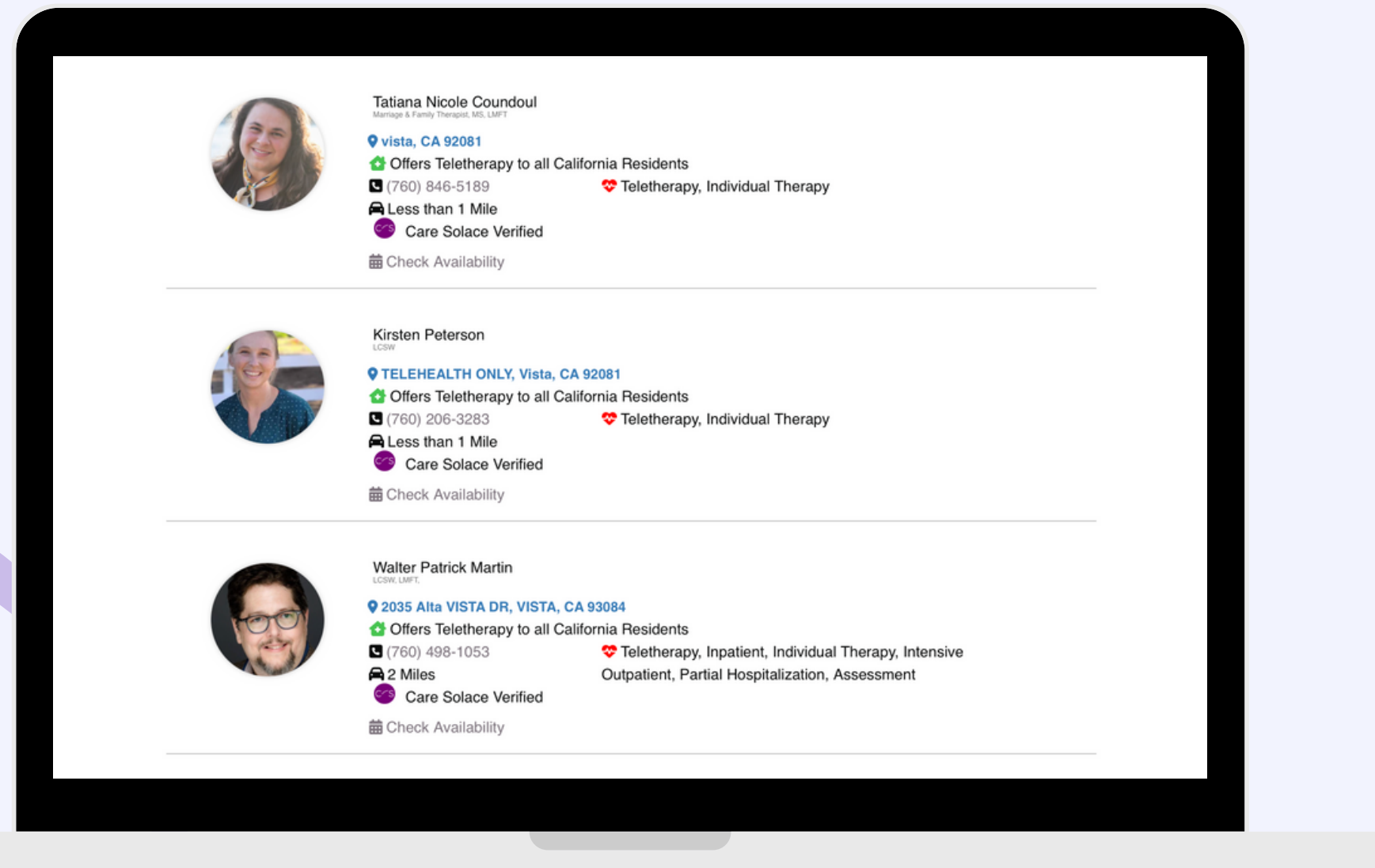
We follow-up after the appointment to ensure we delivered on all of the individual's requests and they are satisfied with their provider.

Care Solace Provider Network: 420K+ in 50 states

Care Solace provides access to mental health providers to anyone, anywhere, anytime.

Matches are made using many factors, including:

- Location and current contact information
- Preferred communication method
- Accepted insurances
- Age groups
- Specializations (DSM-5)
- Availability



Total Providers Nationally: 425,133

Psychiatrists: 56,764	Hospitalization & Stabilization: 6,602	Intervention or Medical Detox: 13,602
Teletherapy: 157,356	Serving Youth: 252,541	Alcohol/Cannabis Disorders: 133,874
Opiod/Inhalant Disorders: 133,425	Outpatient Program: 101,725	Eating & Feeding Disorders: 63,749
Psychological Assessment: 84,098	Partial Hospitalization: 6,463	Residential Inpatient Program: 43,452

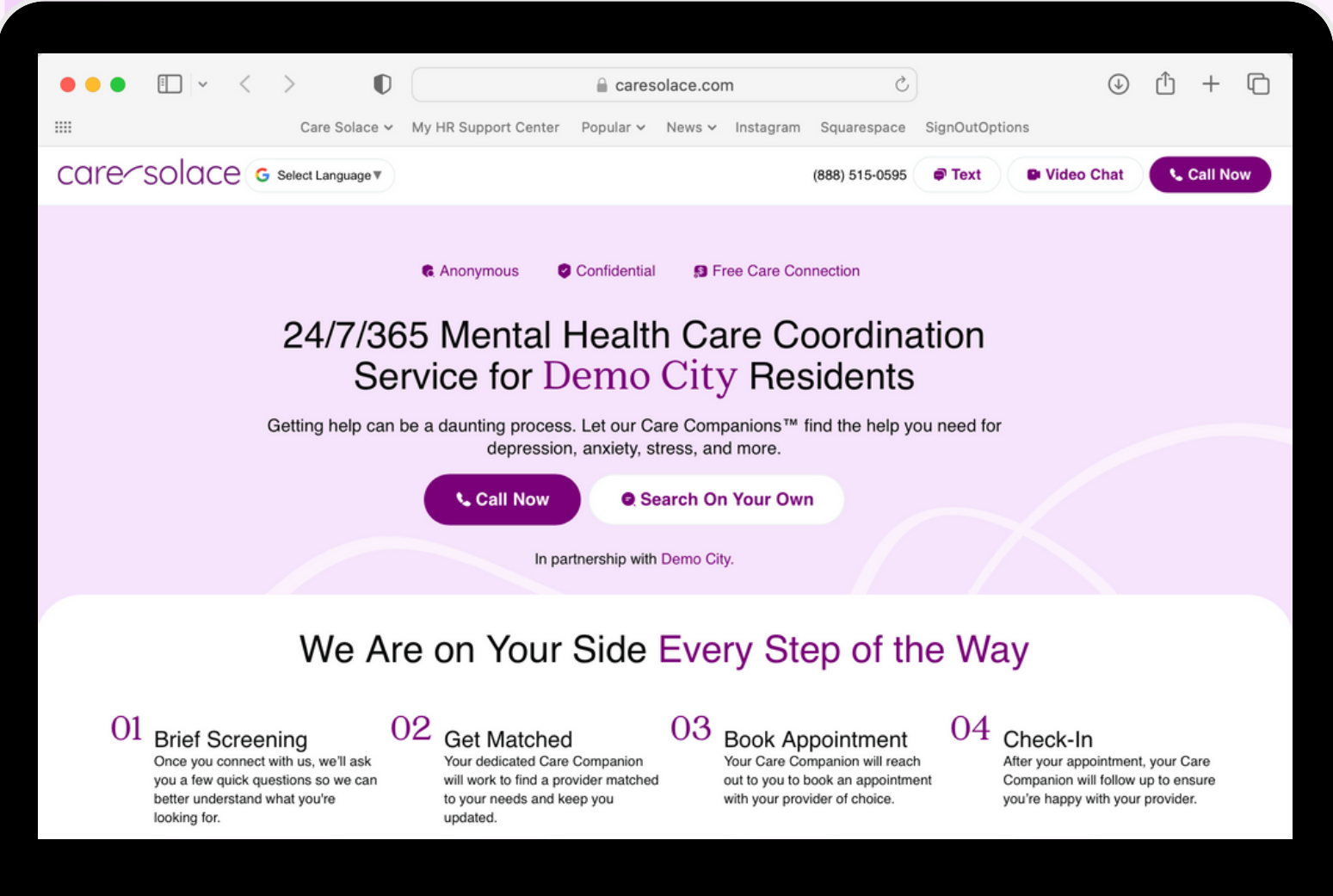
Total Mental Health Providers in Maryland: 9,985

Psychiatrists: 1,992	Hospitalization & Stabilization: 143	Intervention or Medical Detox: 342
Teletherapy: 6,274	Serving Youth: 7,001	Alcohol/Cannabis Disorders: 3,301
Opioid/Inhalant Disorders: 3,298	Outpatient Program: 2,333	Eating & Feeding Disorders: 1,539
Psychological Assessment: 5,063	Partial Hospitalization: 129	Residential Inpatient Program: 845

Care Solace is a central hub for all residents.

- 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.

The Care Match Process

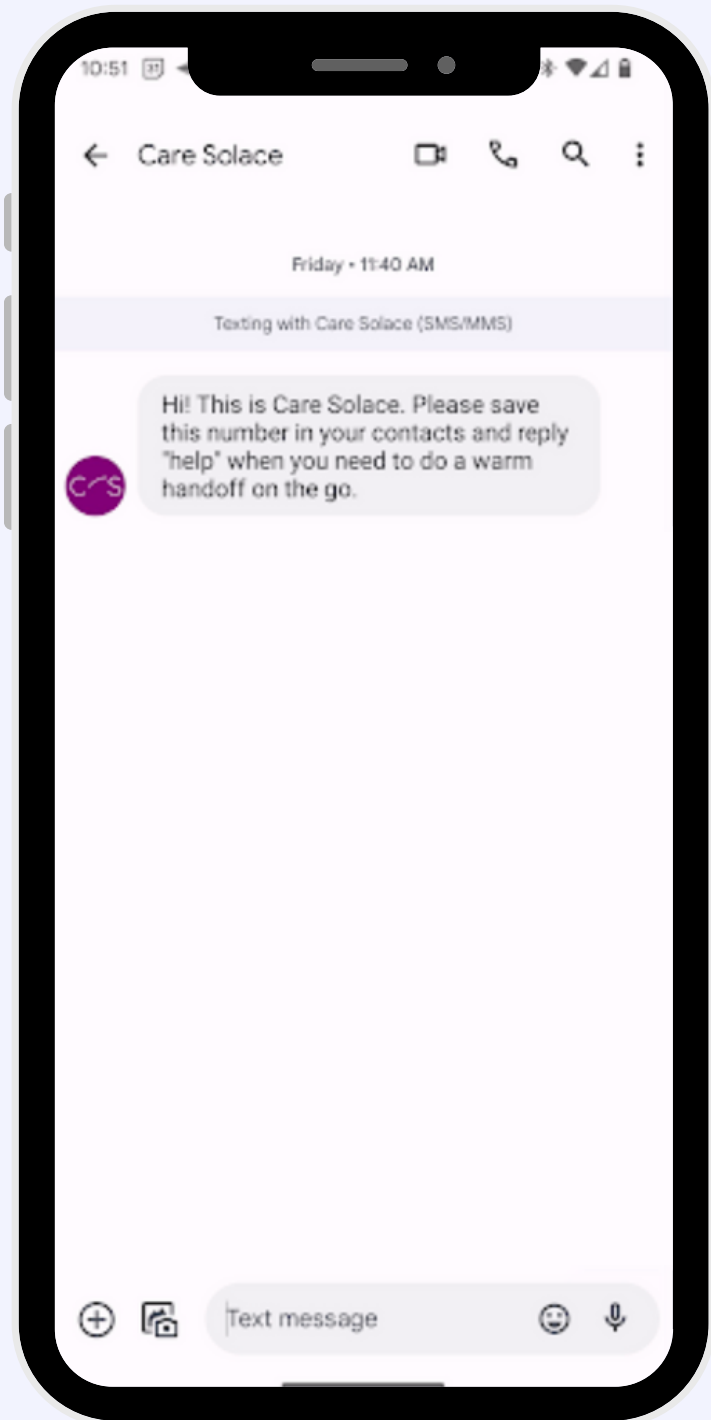


Care Solace is a central hub of for first responders.

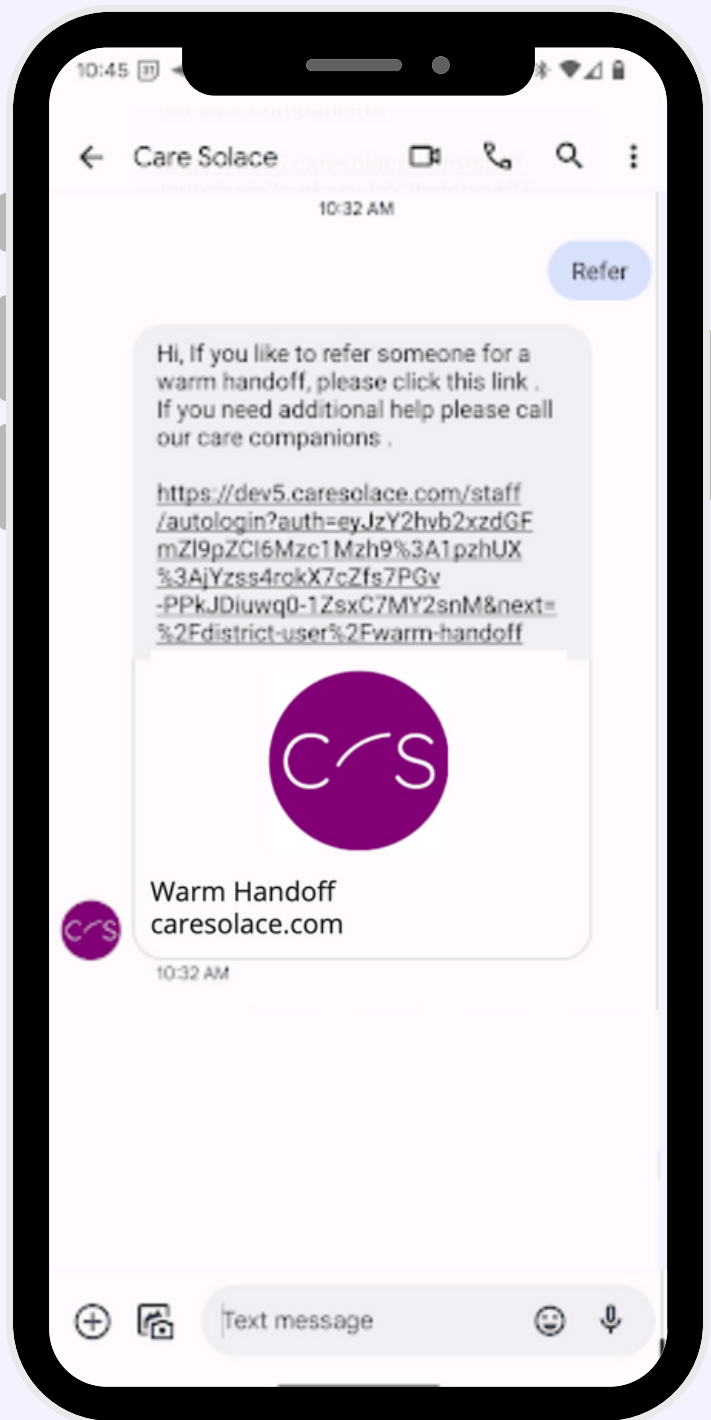
- 1** Dispatch receives a call with behavioral health needs and sends a first responder, crisis intervention team or mobile crisis unit.
- 2** Responding officer or team goes to the scene, assesses the situation and determines behavioral health needs.
- 3** First responder refers resident to Care Solace using QR code, phone or Warm Handoff Lite.
- 4** Care Companion will match the resident with customized resources, coordinate care and close the loop with the city.

A streamlined, no-login approach for first responders to refer residents

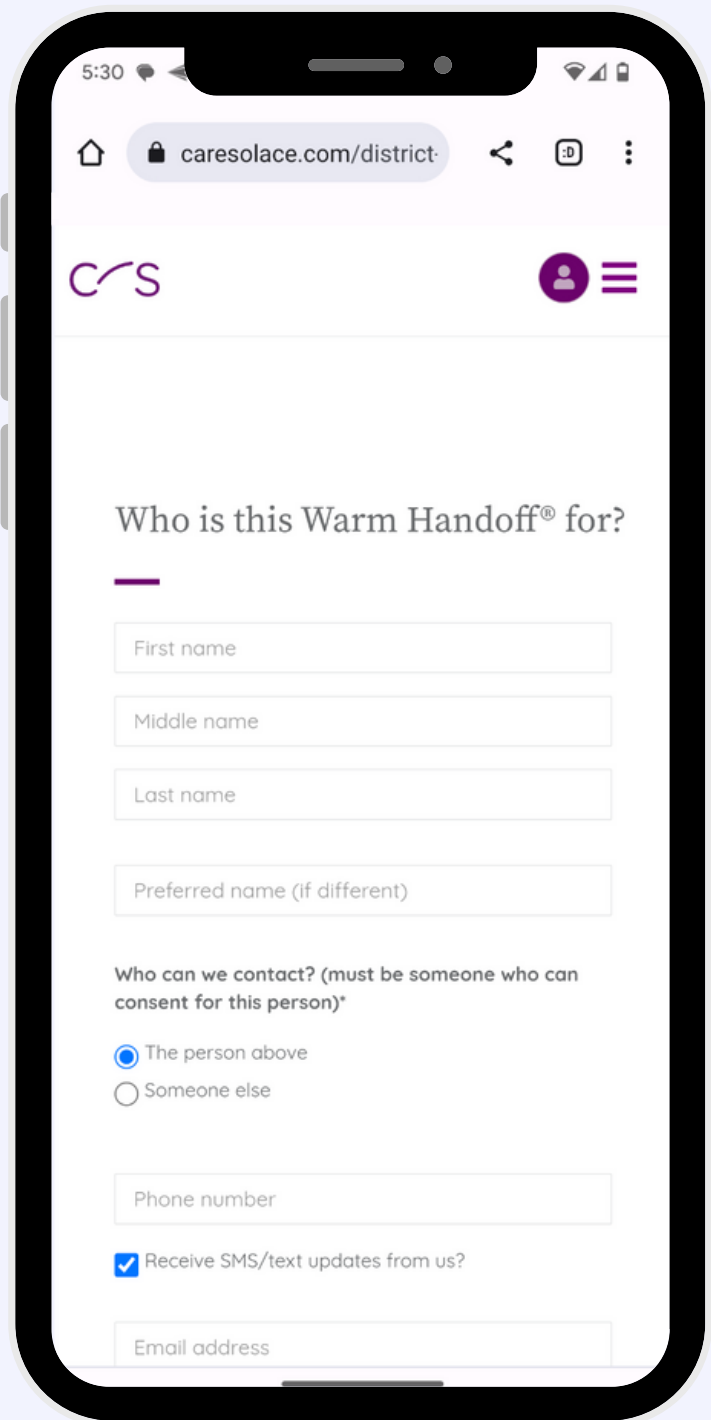
First responder receives an introduction text




Texts "refer" to receive a link to send a Warm Handoff



Fills in contact information for Care Solace to support the resident



Care Solace is a central hub for social and clinical workers.

-  Social worker or clinician refers residents with complex or high severity needs to Care Solace's local licensed Care Manager
-  Local licensed Care Manager uses our licensed team, local relationships and database to find care to serve complex needs
-  Local licensed Care Manager follows up on connection, satisfaction with care and closes the loop with referrer and city.

Care Solace is a central hub for school districts.

- 1** School counselor, social worker, therapist or other staff member identifies a student, staff or family that needs help
- 2** School staff member explains Care Solace services and gets consent to share contact information
- 3** The counselor performs a Warm Handoff to Care Solace
- 4** Care Companion coordinates care, communicating with the family along the way and closes the loop for referring staff member.

Supporting States, counties, communities & school districts

Scale existing
programs

Expand provider network with
380,000 national provider
network

Provide services to address significant
social issues: homelessness, justice,
substance abuse, trauma, youth

Serve as the central hub for all mental health
and social services in a state with
customized solutions for school districts,
counties and cities



24/7/365 multilingual
care coordination to
community providers

Supporting adult wellbeing
including family & staff
members of states, counties
& cities

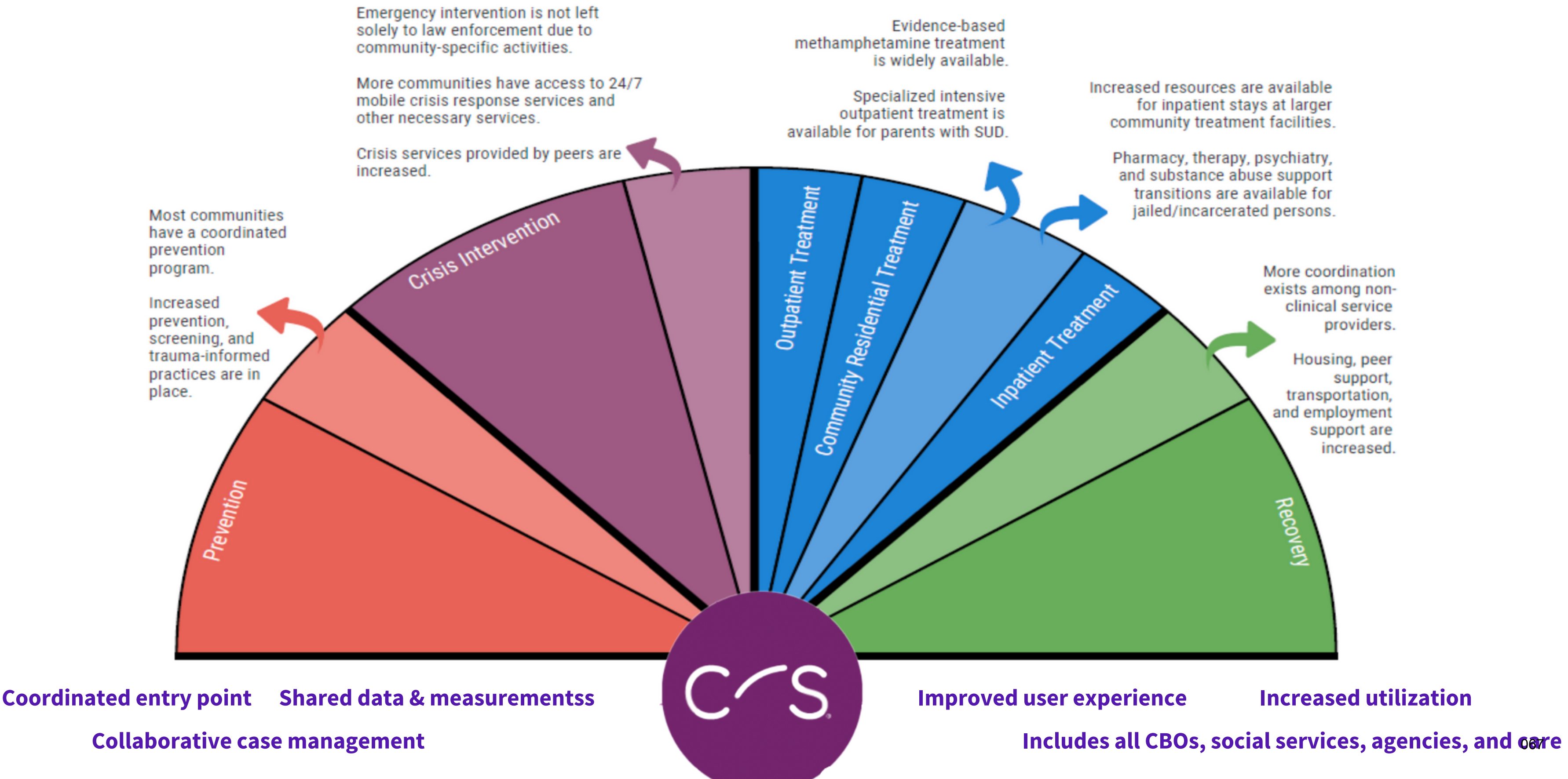
Data, analytics, and
reporting of mental health
needs, referrals, and
services

Social services care
coordination for all
determinants of health

Care Management &
coordination of community
& school-based services

Management of care
coordination for mental
health advanced pathways

Care coordination and assistance to triage and schedule all services (all SDOH)



Ensuring Quality & Integrity

Care Team

Working with the providers & services, we match clients to for accuracy, relationship building, and quality.

Client Success

A dedicated representative is available to help you through routine meetings, reviews, and impact reporting.

Data Team

Team of data scientists collecting, interpreting, and reporting on data from your organization

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.

”

I tried to find a therapist for 6 months and did not have the time to continuously seek a therapist who all told me they were not taking new patients. With Care Solace, I found a therapist in my network and had my first session in 2 weeks.

Resident, Ventura, CA

”

We have been thrilled with the ability of Care Solace to secure residents with appointments into care. Anyone who has tried to navigate the mental health system to find a provider knows how difficult it is to find a provider and get an appointment. They work with the resident until an appointment is secured.

Susan Rosa, RN
City of Chelmsford

”

Care Solace has been a tremendous resource for our employees, students, and families. There can be many barriers to access; however with their persistence and diligence everyone is able to get help.

Caine Christensen, LCSW, PPSC
Fresno Unified School District

The logo for care/solace features the word "care" in a lowercase, rounded sans-serif font, followed by a stylized slash that curves upwards and to the right, and then the word "solace" in the same lowercase, rounded sans-serif font. A registered trademark symbol (®) is located at the end of the word "solace".

care/solace®

Calming the Chaos of Mental Health Care