



Made in
Hayward

care solace

Care Solace

(Non-School Based Service)



What is Care Solace?

Care Solace provides connection to non-school based services. Care Solace is an online resource with a live 24/7 concierge meant to assist individuals in finding local mental health related programs and counseling services. Care Solace is a tool for school staff and families to connect with community-based mental healthcare resources and providers. Their proprietary care navigation system taps into a vast database of mental healthcare resources to find carefully vetted local therapists and programs in minutes.

How does it work?

24/7 Self-serve website portal

24/7 Warm handoff (staff referral) phone, email or portal

When to submit a request to Care Solace?

- When school based providers are full
- When a family wants support and school-based services are not appropriate*
- When there is a language and/or insurance need that can't be met by school-based services
- Referrals by school based service providers to longer term care

*Per parent request or review/recommendation of COST Team

All staff providing referrals will be trained and introduced to the Care Solace process and procedures for the warm hand off. Each staff member will have a Care Solace account to input information for the student or family.

For more information about how to make a referral please contact your site [COST Specialist](#).

For more information about Care Solace access please contact Kat Hannah: khannah@husd.k12.ca.us

Referrals for students to Care Solace go through COST

STUDENT



COST Referral



Non-School Based Services

- When school based is not wanted
- When school based providers are full
- When school based provision isn't appropriate for the needs of the student



Care Solace Referral



Student is connected to provider outside of school



Student receives services outside of school



School Based Services



Student receives services at school

Care Solace is not meant to replace linkage through COST to onsite school based services in HUSD, but to supplement when onsite services for students are not appropriate. Please see the flowchart above that describes HUSD usage of Care Solace for students. See below for Care Solace service for parents/guardians and staff.

Parents/Guardians can access Care Solace

- District staff can connect parents/guardians
- Parents/Guardians can connect themselves

Staff can access Care Solace

- District staff can help connect staff
- Staff can connect themselves



<https://www.caresolace.com/site/husd/>



(888) 515-0595