



care/solace®

Proposal for Services
City of Beaumont, CA

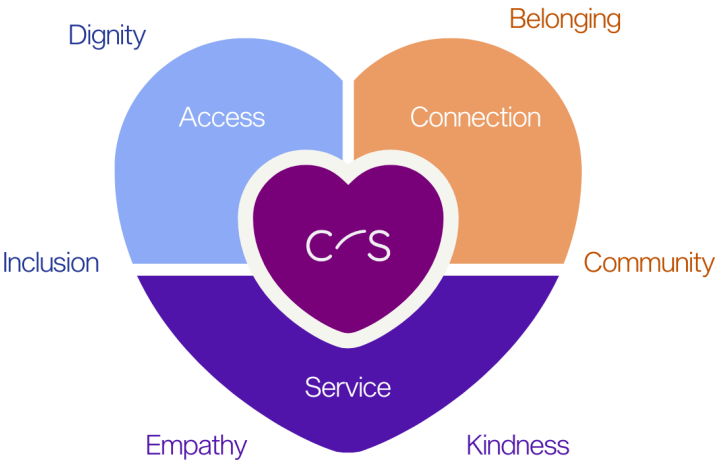
June 2025

Executive Summary

Care Solace sincerely appreciates the opportunity to share its services with the city of Beaumont, CA, and we commit, if selected, to provide exceptional service for your residents, agencies, and departments. Care Solace is a mental health care coordination service on a mission to improve access to care, regardless of circumstances. By providing a tech-enabled human approach, Care Solace ensures that individuals receive equitable access to reliable, ethical, and high-quality mental health care, regardless of coverage, including private insurance, EAP, Medicaid, and sliding scale options for those without insurance. This enables referred individuals, regardless of need severity or type, to receive a rapid connection to well-matched care. Care Solace provides timely connections to verified mental health providers and city social services, expands on existing programs, and bridges the gaps for needs that exceed the scope of those services. Serving as a coordinated point of entry to mental health and social services, Care Solace supports the entire city ecosystem from first responders to crisis centers, to social workers, to courts and jails, to all residents.

Our Approach to Mental Health

Anyone. Anywhere. Anytime.
We coordinate access to licensed, behavioral health care providers and social services. We serve as a **Central Hub of Care across all social determinants of health.**



General Scope

Care Solace will continue to 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 will be co-branded with the city's logo and can be made available to residents and agencies on any website or benefit platform.

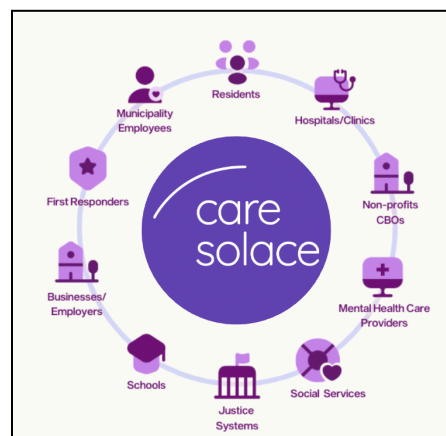


Care Solace Provider Database offers city residents and agencies access to more than 673,000 verified mental health providers, including those offering advanced pathways to care. Providers are geo-coded so an individual can select a local provider for in-person sessions if that is their preference. Selection filters also include language, ethnicity, age, specialization, and more.

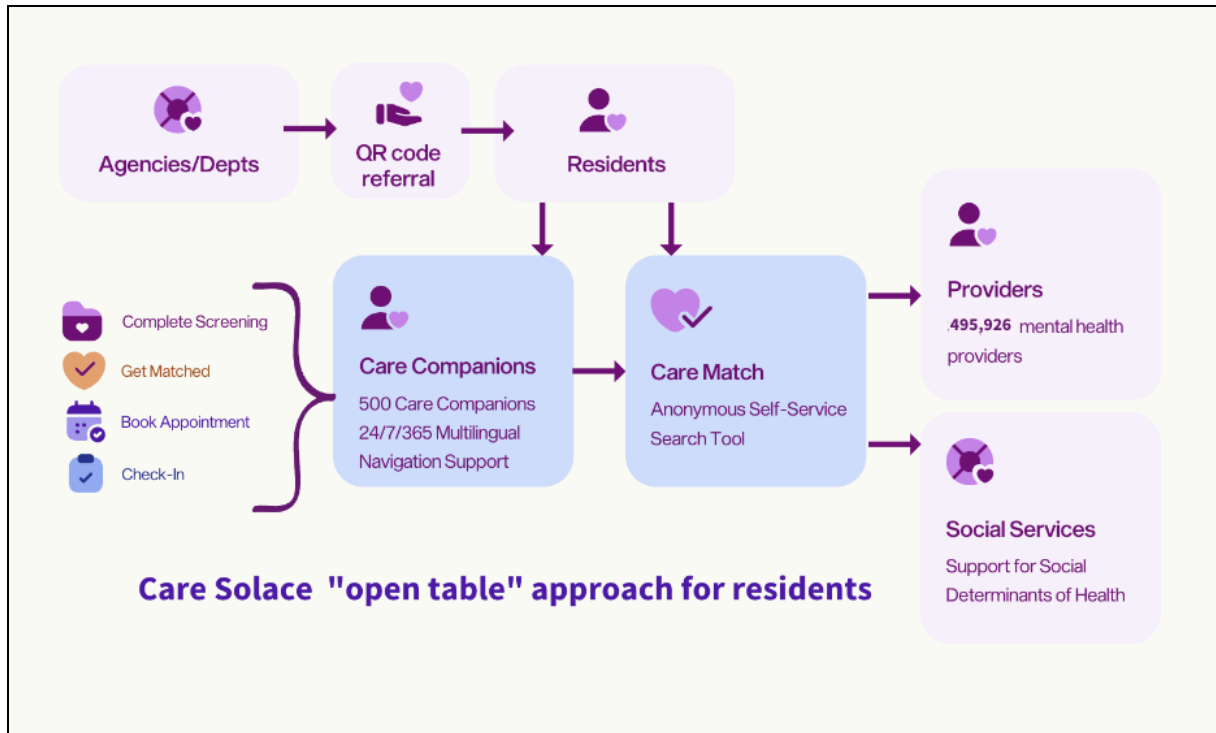


Social Services database offers individual access to social services to support all of the social determinants of health.

Care Solace will help the city support the mental health needs of its residents and agencies by offering all residents access to care coordination, by aggregating mental health and social services, and by coordinating that access through a single portal or call to a Care Companion. Partnering with Care Solace will enable the city to further its efforts to prioritize the mental health needs of its residents, irrespective of insurance and ability to pay. Care Solace's care coordination services will also help bridge the gap to behavioral health services for individuals in even the most vulnerable communities.



Care Solace will amplify the city's current initiatives and services while filling gaps and offering insights. All services are confidential and accessible 24 hours per day, 7 days per week, 365 days per year, and can be accessed via phone or internet and do not require any special equipment or access speed.



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.

Pricing

Annual Term for the city of Beaumont
Population: 58,000
Annual term - 12 months - July 1, 2025 - June 30, 2026
Annual term - \$45,000

