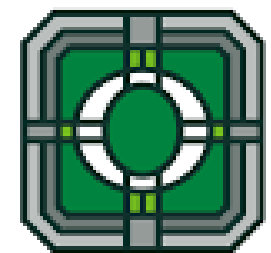


care/solace[®]

Calming the Chaos of Mental Health Care



ORLAND PARK

July 2025

Navigating the mental health care system is complicated.

It takes 60-80 calls on average to find an available provider who can meet the needs.

What do I need?

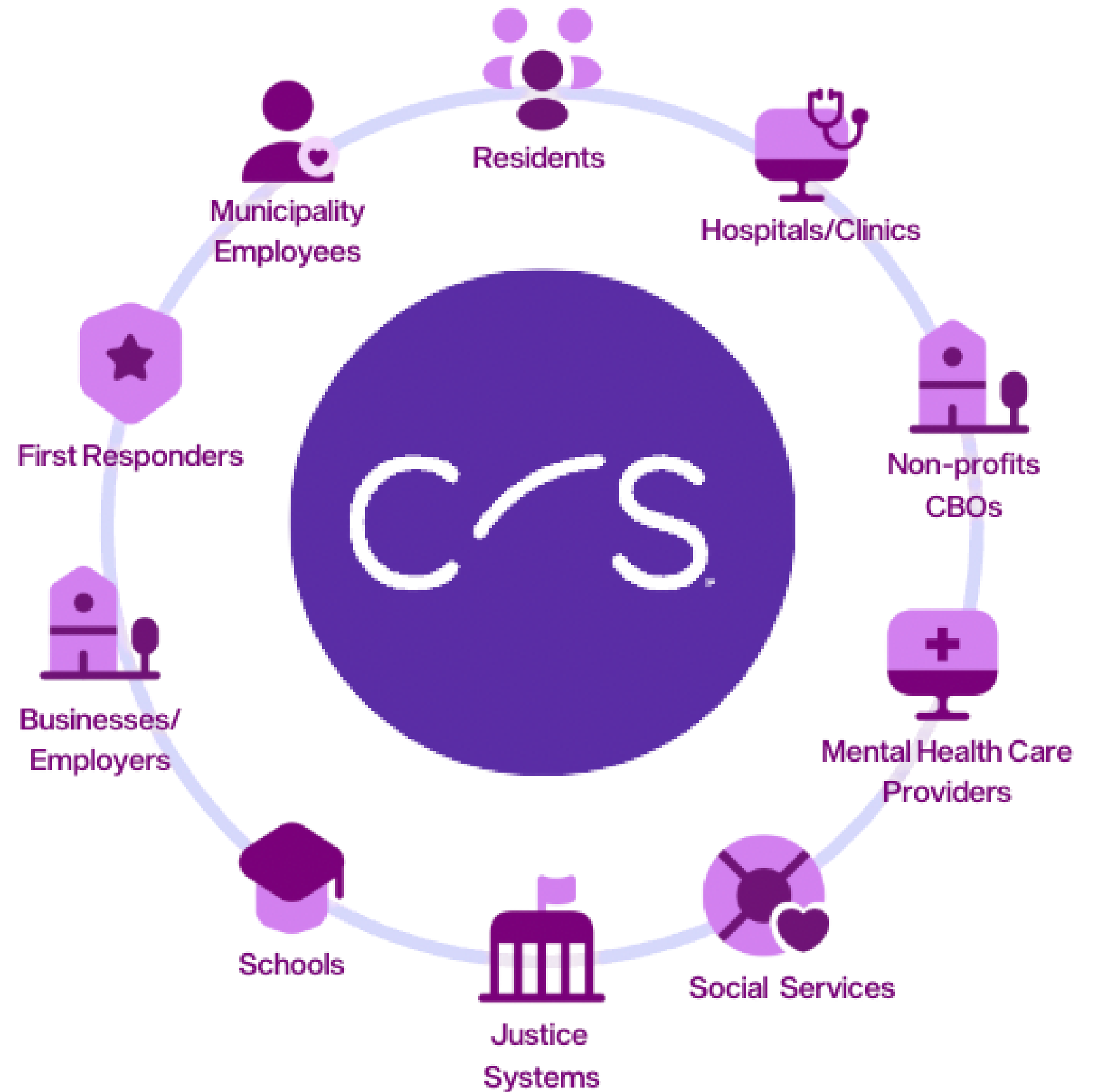
Who is in my area?

Who is accepting new patients?

Who speaks Spanish?

Who treats children?

Who takes my insurance?





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**
FOR EVERY RESIDENT.



Individual Therapy



Psychiatry



Outpatient Services



Partial Hospitalization



Residential Programs



Medical Detox



Housing Assistance



Food Assistance



Free & Low Cost Dental & Health Care



Care Solace has a long history of impact



923
Communities



24M
Individuals
with Access



21M
Support
Interactions



47%
Intensive Pathways



50%
Public & No Insurance

Care Solace footprint and impact in the state of Illinois



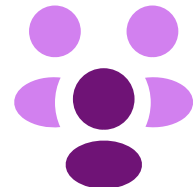
25

Partners



254

Schools



138,282

Students



456K

Individuals



1M

Services
Provided

- Alsip-Hazelgreen-Oaklawn School District 126
- Belvidere School District #100
- Berwyn North School District
- Champaign 4 School Community
- Chicago Ridge School District 127.5
- Cicero Public School District 99
- Community Consolidated School District 46
- Distinctive Schools
- East Saint Louis School District 189
- Eisenhower Cooperative
- Forest Park School District #91
- Freeport School District 145
- Gibson City-Melvin-Sibley Community Unit School District #5
- Huntley Community School District 158
- Intrinsic Schools
- Kankakee School District 111
- McHenry Community Consolidated SD 15
- Noble Network of Charter Schools
- North Cook ISC
- Oak Lawn Community High School District 229
- School District U-46
- Township High School District 214
- West Chicago Community High School
- West Chicago Elementary School District 33
- West Northfield School District 31

There is a mental health crisis in Illinois: A look at the data

Adults

- 38.5% of adults reported symptoms of anxiety or depression.
- 403,000 adults experienced serious mental illness.
- 376,000 adults in Illinois experienced suicidal ideation in the past year.
- **20% of adults with anxiety/depression needed but did not receive counseling.**
- **486,000 adults in Illinois did not receive needed mental health care, 7.3% of those are uninsured.**

Access & Workforce Gaps

- Illinois ranks 9th nationally for uninsured adults with mental illness and 28th for workforce availability
- 4,873,491 people in Illinois live in a community that does not have enough mental health professionals.

Youth

- 40% of surveyed Illinois high school students stated they felt sad or hopeless almost every day for 2 weeks or more, and 20% of high school students seriously considered attempting suicide in the past year.
- 90% of children who have had a major depressive episode in Illinois did not receive mental health treatment. Around 38.4% of Illinois's youth (aged 12 to 17) who underwent a major depressive episode received support for depression. This percentage is lower than the regional and national averages for youth who received depression care.
- 1 in 4 females and 1 in 8 males in middle and high school had seriously considered suicide in the past year.

Care Solace Services

500+ Care Companions™



Departments, agencies, residents and employees connect through a dedicated 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

Care Match™ Self-Serve Tool



For an anonymous pathway to care, your residents can utilize Care Match, our self-serve tool, to find verified providers on their own.



Access the Care Match

Warm Handoff®



Municipalities use our proprietary software to easily submit referrals. We navigate the mental health care system and report on impacts.



Scan a QR code

673K Verified Providers

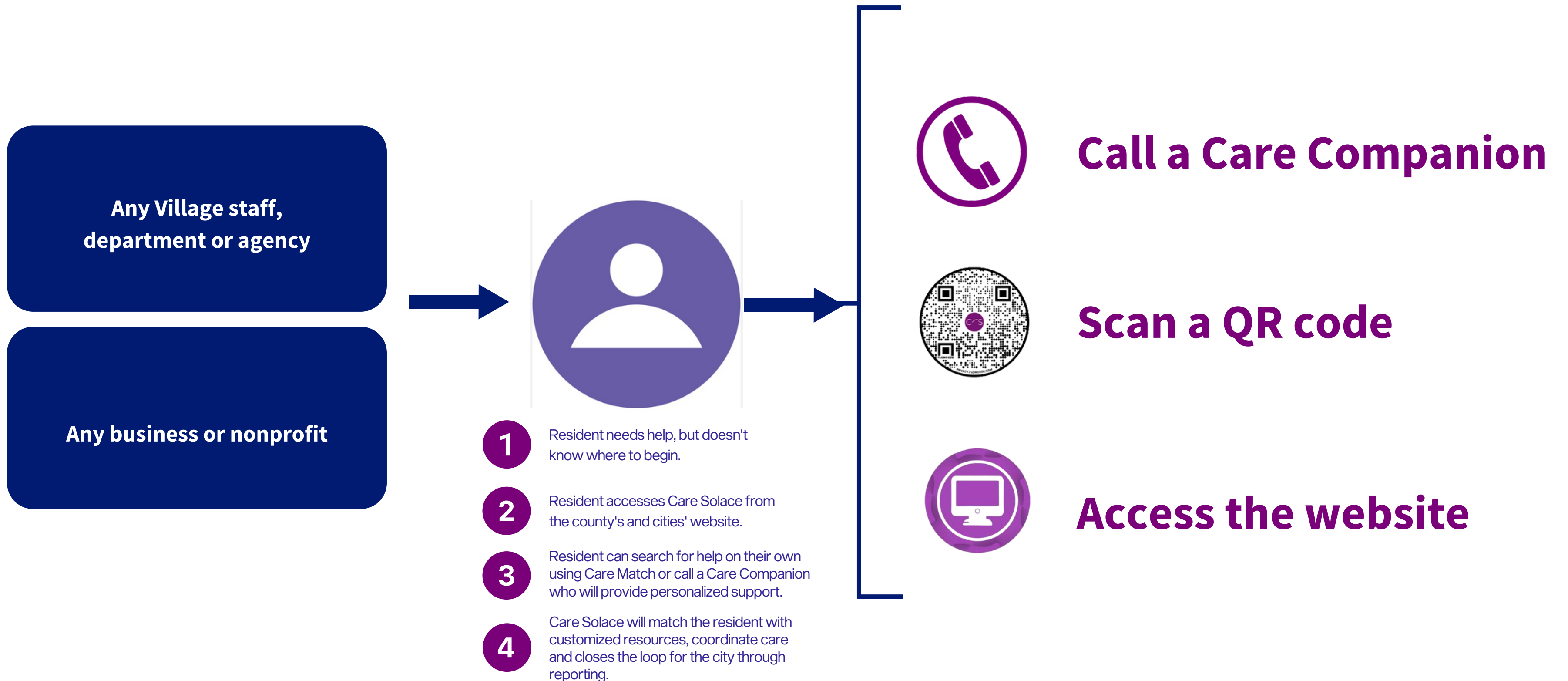


Care Solace has the largest network of verified mental health providers in the US, as well as social services in each community.



Call a Care Companion

High-Touch Care Coordination Across Communities



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



THE UNITED STATES
CONFERENCE OF MAYORS



Mayor Lori Stone shares the Murrieta referral card.

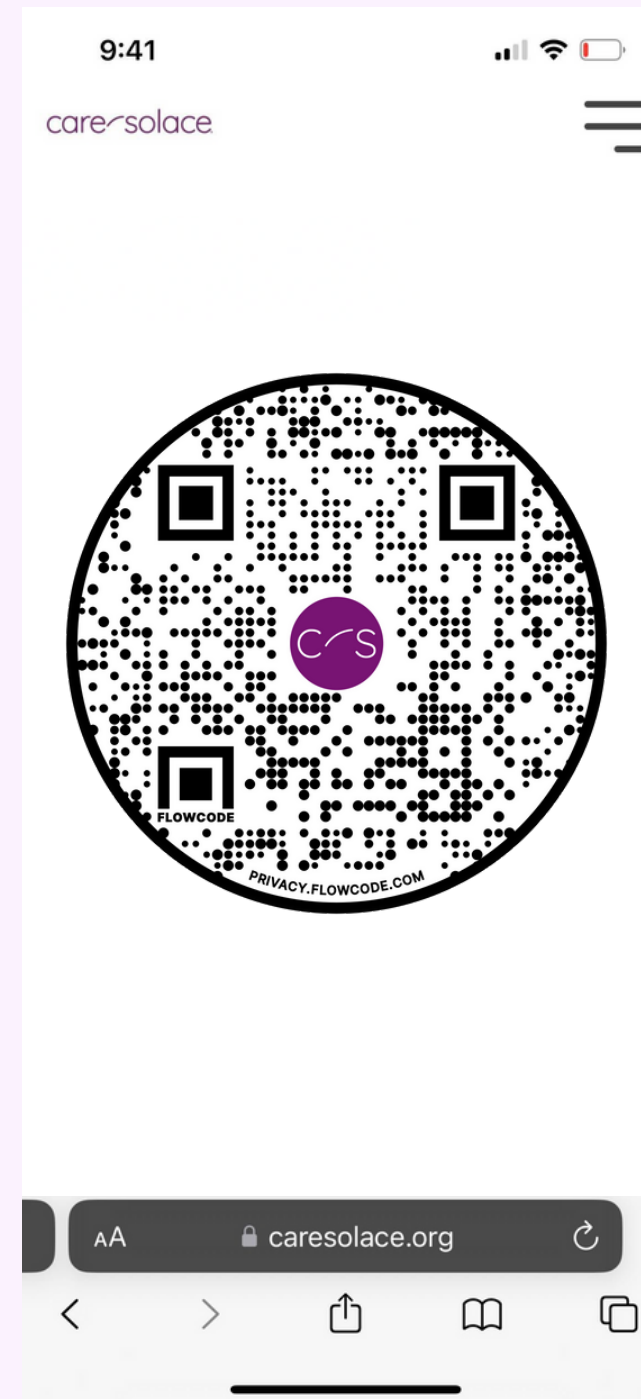
Murrieta faced access challenges: limited providers, unavailable beds, fragmented services, static shared lists, obstacles related to no insurance and public insurance, scarcity of culturally relevant care, and obscured provider availability.

“Our main priority is ensuring that all of our residents have access to necessary resources and solutions. Mental health is a top crisis in America, which led us to partner with Care Solace. Regardless of insurance or severity of need, Care Solace is there for our residents and those that work in Murrieta, seven days a week, 24 hours a day, 365 days a year. Anyone can speak to a live person to help navigate the care system, which is invaluable.”

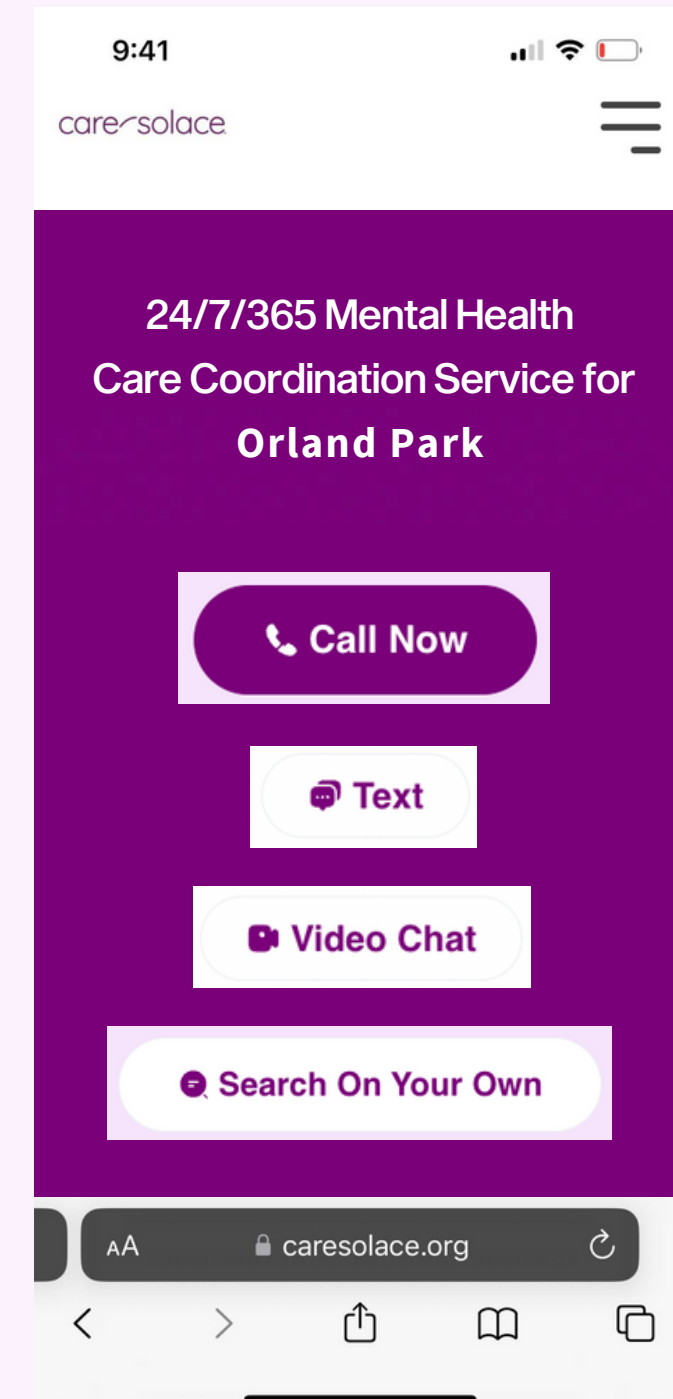
The City of Murrieta, CA launched a three year partnership with Care Solace to close the gaps in access to mental health care and wrap-around social, community, and medical services in support of the 120,000 Murrieta residents, as well as the school district and city departments/agencies, Care Solace serves as a central navigation hub to connect individuals to providers and services.

Self-Referral Connection through City Teams

Access to
Care
Coordination

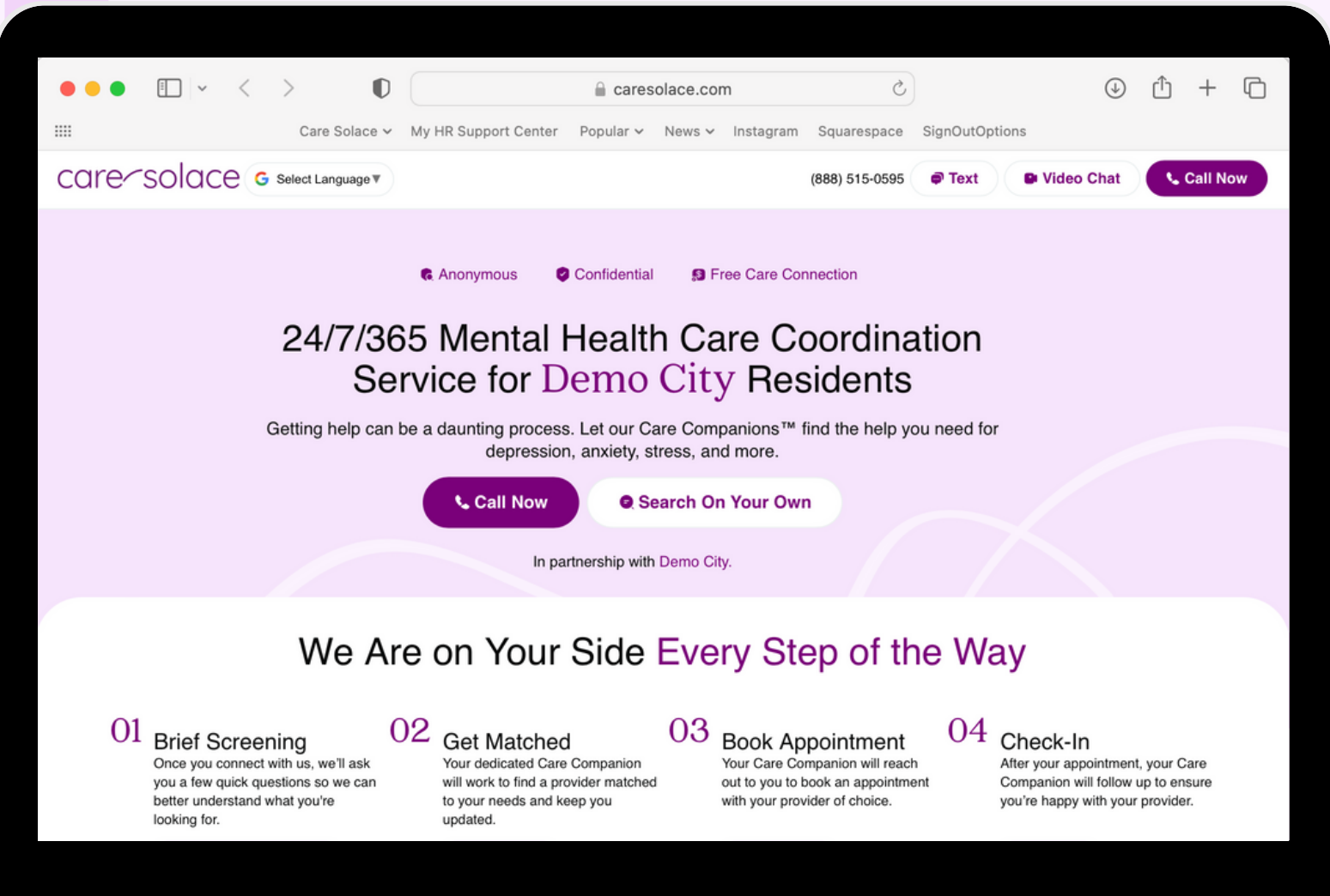


City Staff



Resident

The Care Match Process



01 Brief Screening

Once you connect with us, we'll ask you a few quick questions so we can better understand what you're looking for.

02 Get Matched

Your dedicated Care Companion will work to find a provider matched to your needs and keep you updated.

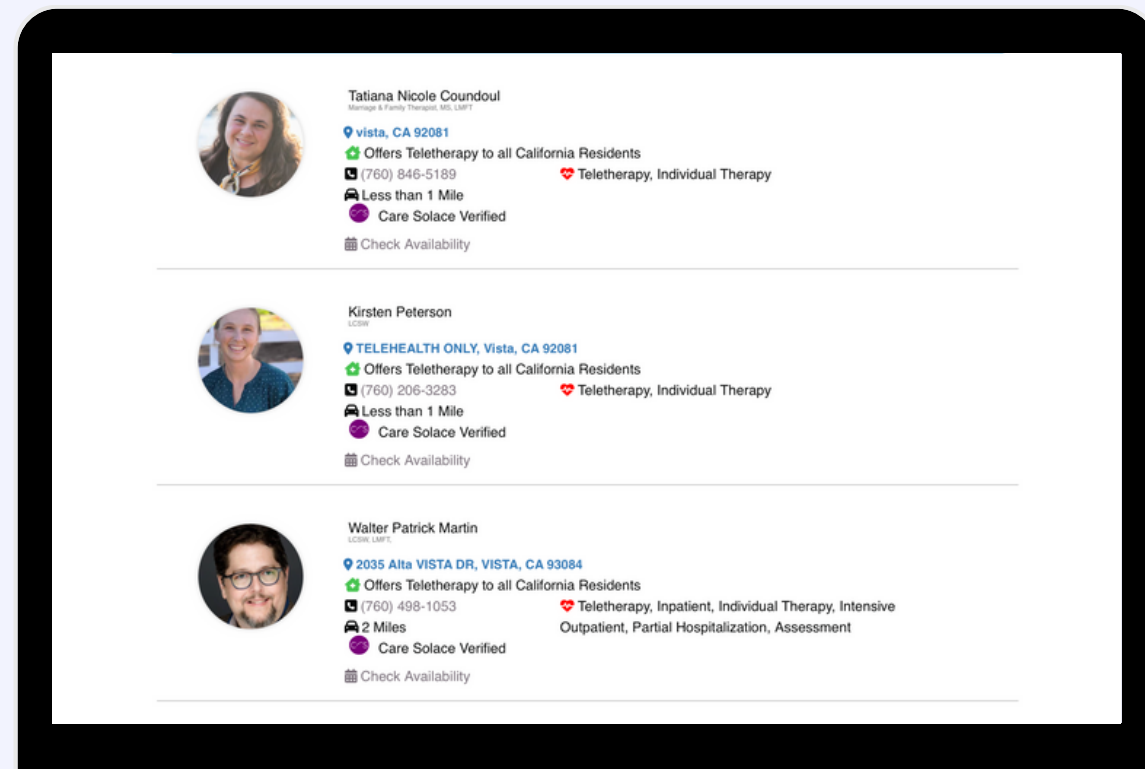
03 Book Appointment

Your Care Companion will reach out to you to book an appointment with your provider of choice.

04 Check-In

After your appointment, your Care Companion will follow up to ensure you're happy with your provider.

Care Solace has an unbiased - no “pay to play” relationship with providers.



Matches are made using many factors, including:

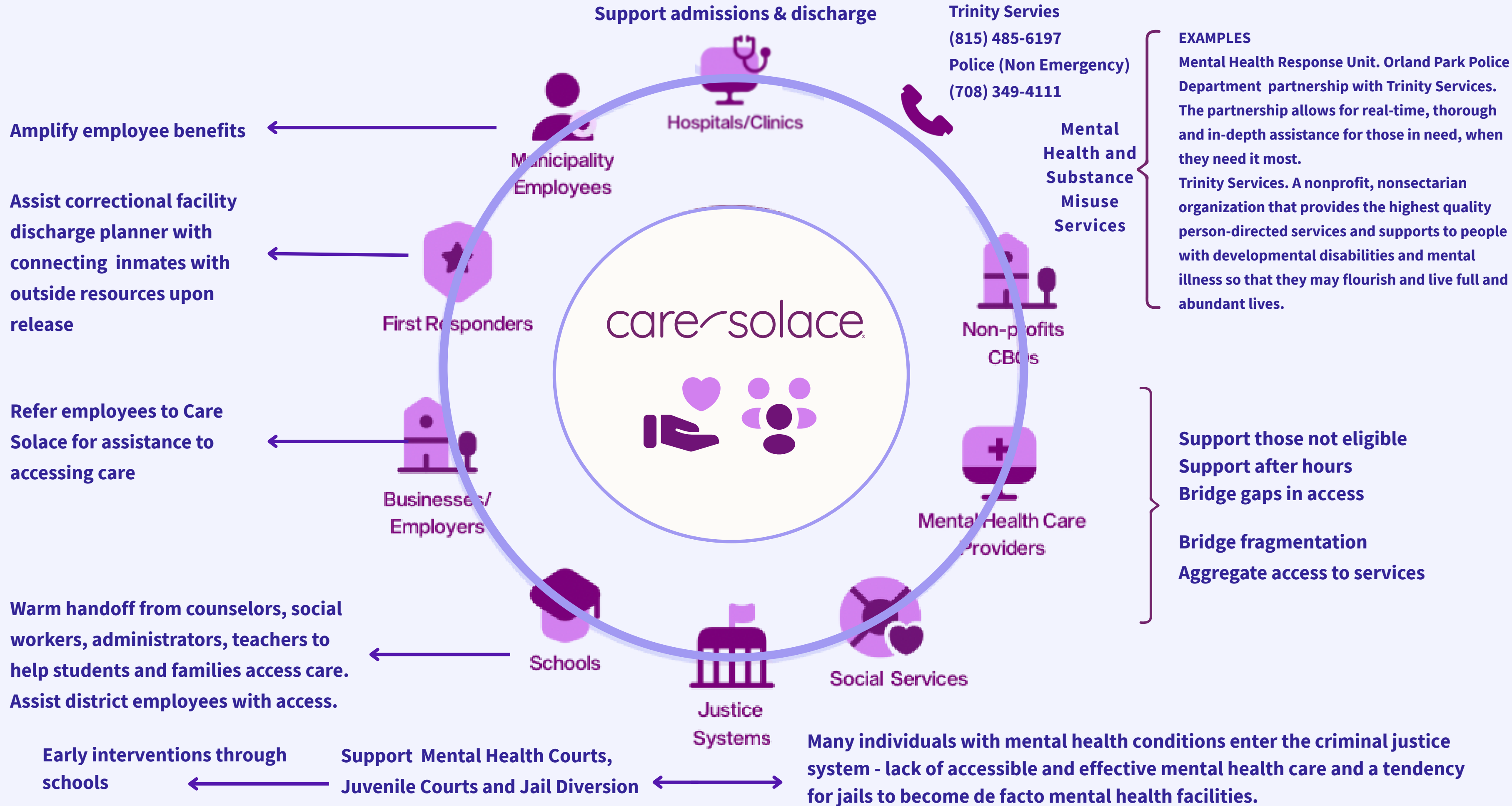
- Location and current contact information
- Preferred communication method
- Accepted insurances
- Language and culture
- Age groups
- Specializations (DSM-5)
- Availability

Care Solace Mental Health Provider Network

673,000+ in 50 states

16,231 in Cook County

Supporting the County



Powering Community-wide Collaboration & Coordinated Services Planning

CSP Objective	Care Solace Solution
Multi-System Collaboration	Unified referral system for schools, DHS, first responders, and community agencies
Human-Centered Coordination	Live Care Companions + tech-enabled provider-matching for seamless experiences
End-to-End Tracking	Full documentation from intake to outcome, available to all authorized stakeholders
Data-Driven Improvement	Built-in analytics aligned to CSP & Youth Survey metrics for strategic decision-making

Enhancing coordinated services planning (CSP)

Warm Handoff System

Direct referrals from anywhere in the village - agencies, departments, staff, schools, DHS
Engagement within 15 minutes with assessment. Care Coordination within 24 hours.

Reduced Administrative Burden

Care Solace handles case management, provider search, insurance, appointment scheduling and coordination
Scales the services of the village and bridges gaps in access

Multilingual 24/7/365 support

200+ languages
Improves access for underserved and non-English speaking populations

Integrated Analytics and Insights

Real-time data - trends in clinical needs and treatments across demographics
Time to match, booking, appointment
Support for CSP dashboards and quality improvements

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

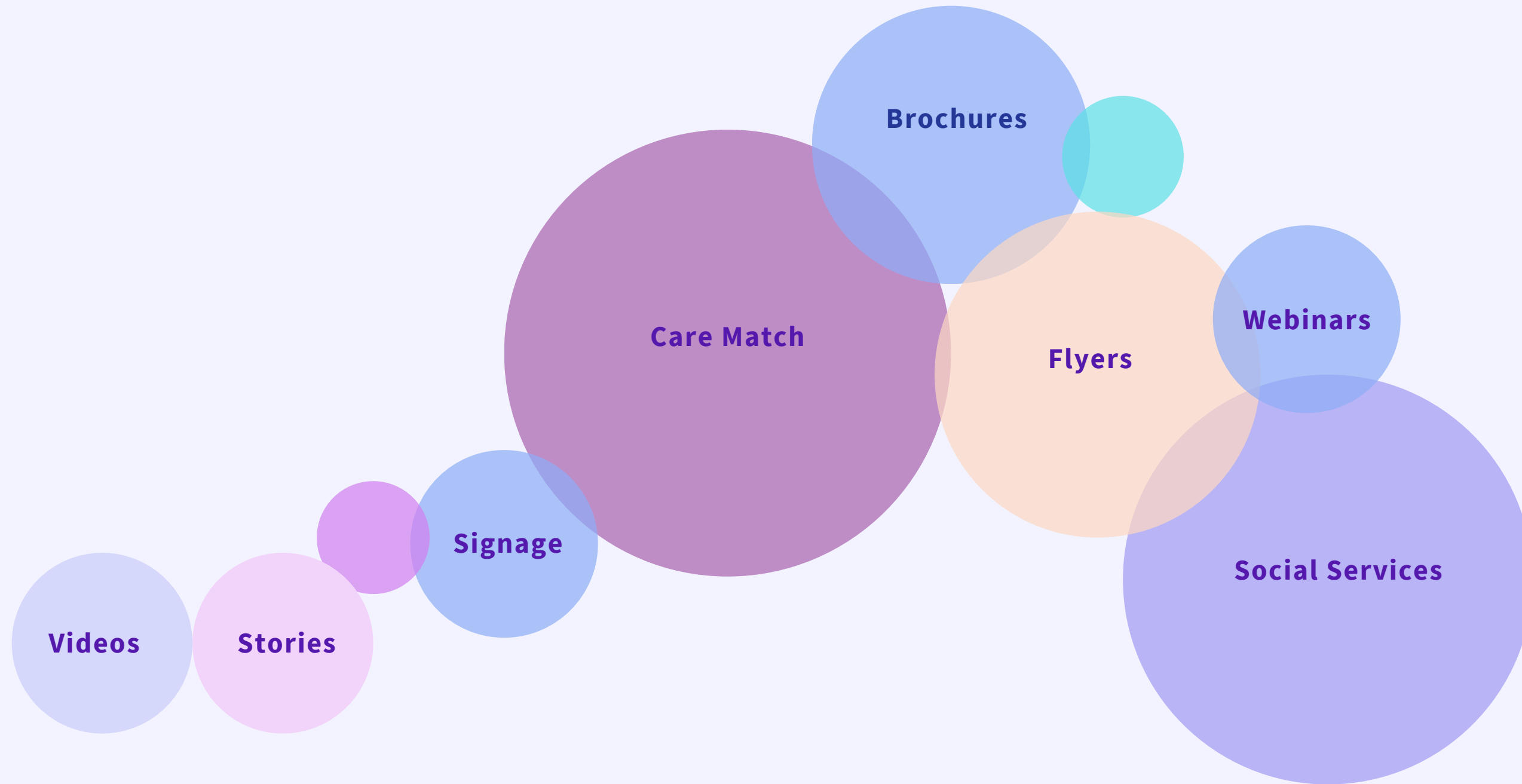


Communication Mediums

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

Community engagement

Dignity & cultural/socioeconomic sensitivity



Example: City of Stockton

In Stockton, Care Solace is providing care coordination to all city departments, agencies and social services.

Working with the Murrieta city teams for **direct resident engagement**

- All city departments
- Mayor and City Council
- Homeless intervention teams
- Employees and HR
- First responders - Fire & Police
- Community Medical Centers
- Stockton Unified School District
- Hospitals
- County resources
- 211
- 988



It's *okay* to ask for help

At no cost to you, Care Solace will quickly and confidentially find available mental health and substance use providers matched to your needs. We will help you find the right help at the right time.

Call (888) 515-0595
or go to the url below



caresolace.com/ca-stockton

Call us or visit our website

Our multilingual team is available 24/7/365 to help connect you to available providers. You can also search the Care Match™ website on your own.

Complete a brief screening

Once you connect with us, we'll ask you a few quick questions so we can better understand what you're looking for.

Get matched & book an appointment

Our team will work to find providers matched to your needs. Once identified, we'll present options and can assist with booking your appointment.

Please note: Care Solace is not an emergency response service or mental health services provider. In the event of a life-threatening emergency, call 9-1-1 or the National Suicide Hotline 9-8-8.

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 conectarlo con proveedores de tratamiento de salud mental y uso de sustancias, independientemente de su cobertura de seguro. También podemos conectarlo con servicios sociales como vivienda, 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 ayudarlo a conectarse con los proveedores disponibles. También puede buscar en el sitio web Care Match™ por su cuenta.

Completar una breve proyección

Una vez que se conecte con nosotros, le haremos algunas preguntas rápidas para que podamos comprender mejor lo que está buscando.

Consiga una cita y reserve una cita

Nuestro equipo trabajará para encontrar proveedores que se adapten a sus necesidades. Una vez identificado, le presentaremos opciones y podremos ayudarlo a reservar su cita.

Tenga en cuenta: Care Solace no es un servicio de respuesta a emergencias ni un proveedor de servicios de salud mental. En caso de una emergencia que ponga en peligro la vida, llame al 9-1-1 o a la Línea Nacional de Suicidio al 9-8-8.

Llame al (888) 515-7881
o escanee el código QR
para conectarse con
atención hoy



care-solace



کمک خواستن اشکالی ندارد.

ارتباط دانش‌آموزان، کارکنان و خانواده‌ها را با Care Solace، به صورت رایگان، مراکز مراقبت برقرار می‌کند. امکان جستجوی ارائه‌دهندگان خدمات سلامت روان و سوءمصرف مواد مخدر را، بر اساس نیازهای شما، فراهم می‌کند.

خدمات مناسب را در زمان مناسب دریافت کنید.

24/7/365 پشتیبانی چندزبانه

گروه Care Companion™ به صورت 24/7/365 آماده کمک‌رسانی به شما در زمینه شناخت گزینه‌ها، تماس با ارائه‌دهندگان از طرف شما و گرفتن نوبت است.

مراقبت مستقل از بیمه

با هر نوع پوششی از جمله Medicare, Medicaid و گزینه‌های مقیاس-متغیر ویژه افراد فاقد بیمه، می‌توانید از خدمات مراقبت بهره‌مند شوید.

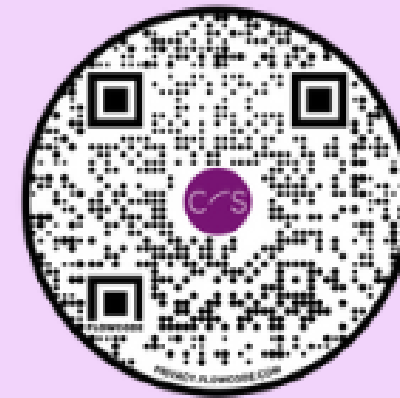
دسترسی آسان به مراقبت

برای جستجوی ارائه‌دهندگان، از Care Match، وبسایت دارای قابلیت راهنمایی، استفاده کنید.

سرویس واکنش اضطراری با ارائه‌دهنده Care Solace وجه: خدمات سلامت روان نیست. در صورت بروز موقعیت اضطراری خطرناک، با 9-1-1 یا خط شبانه‌روزی ملی مقابله با خودکشی به شماره 1-800-273-8255 تماس بگیرید.

همین امروز با
مراکز مراقبت تماس بگیرید

Call (888) 515-7881



care-solace



Encuentra la ayuda que necesitas.

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



Llame o escanee el código
(888) 515-7881



Encuentra la ayuda que necesitas.

Care Solace es un servicio anónimo disponible las 24 horas del día, los 7 días de la semana, los 365 días del año, para encontrar rápidamente proveedores que necesitas.

(888) 515-7881

Encuentre rápidamente ayuda para los siguientes servicios:

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

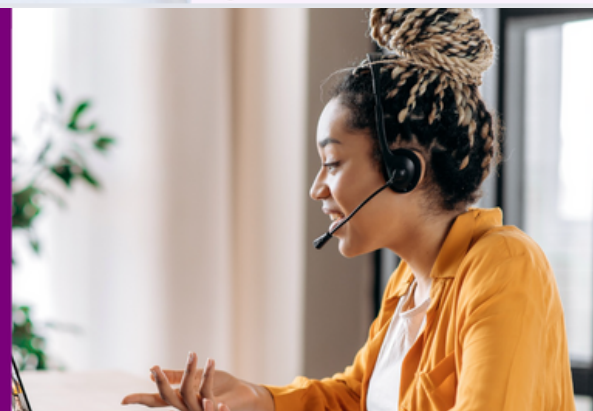


Encuentra la ayuda que necesitas.

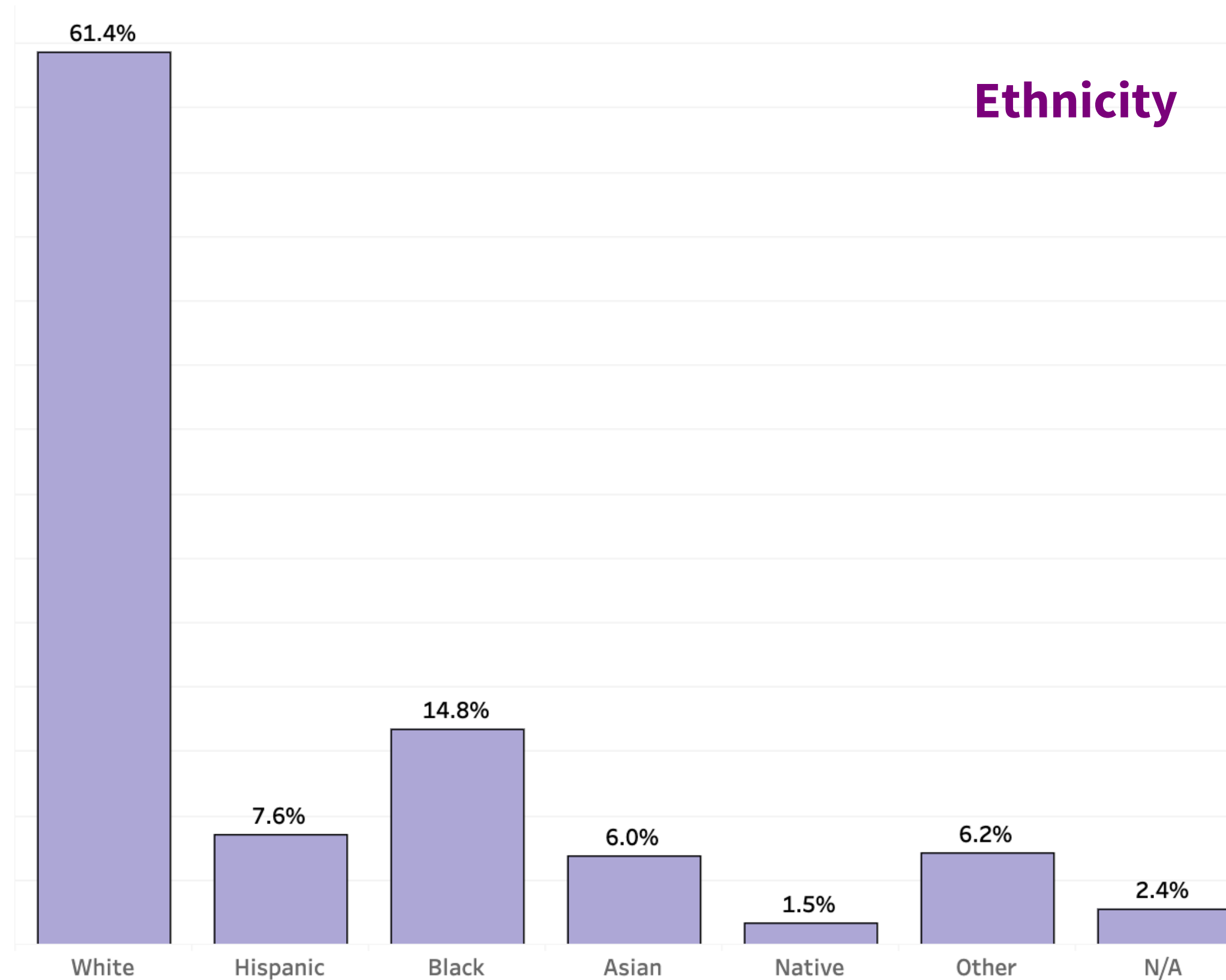
- Proveedores de Salud Mental
- Tratamiento para el Uso de Sustancias
- Comida y Vivienda
- Asistencia Médica



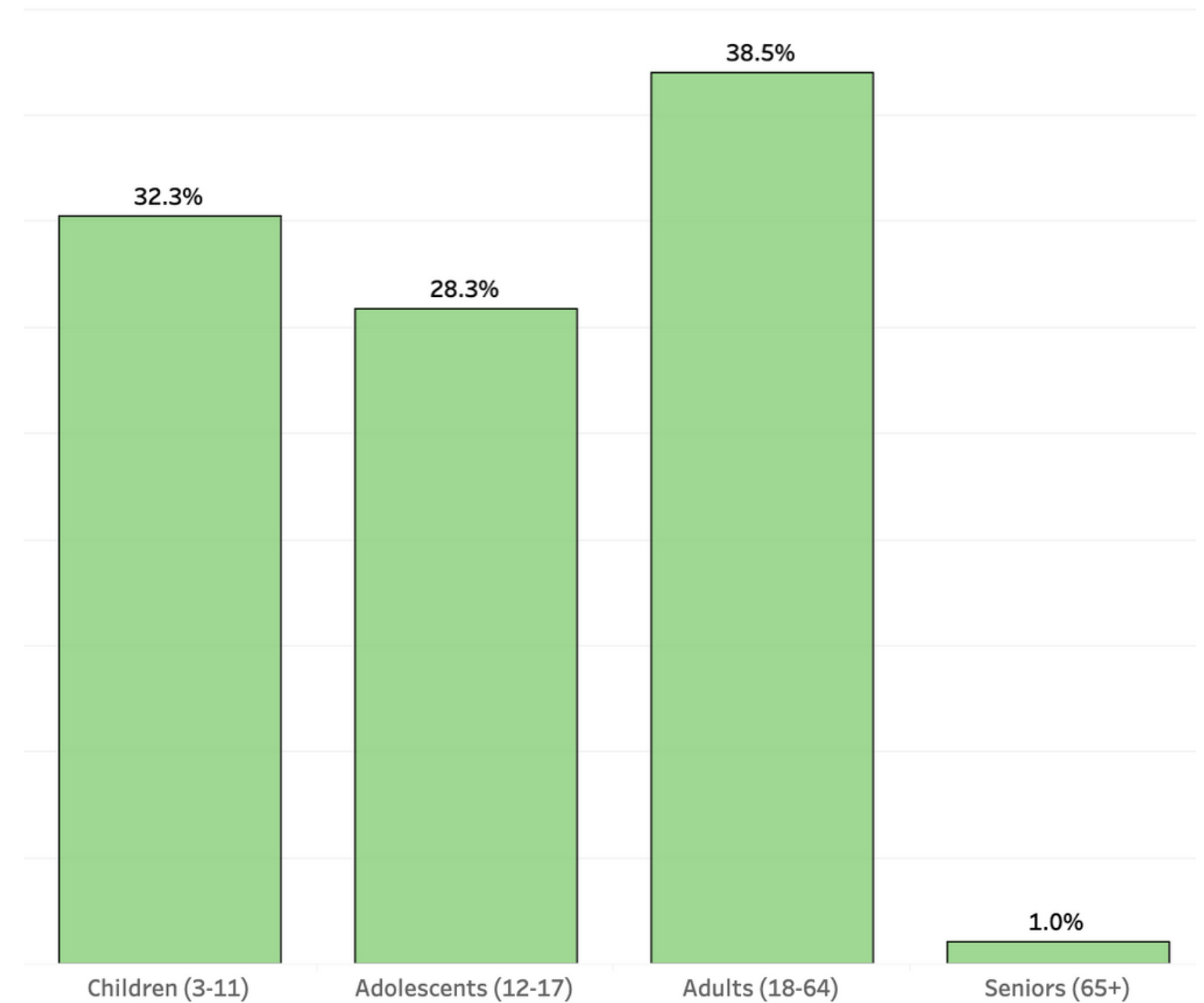
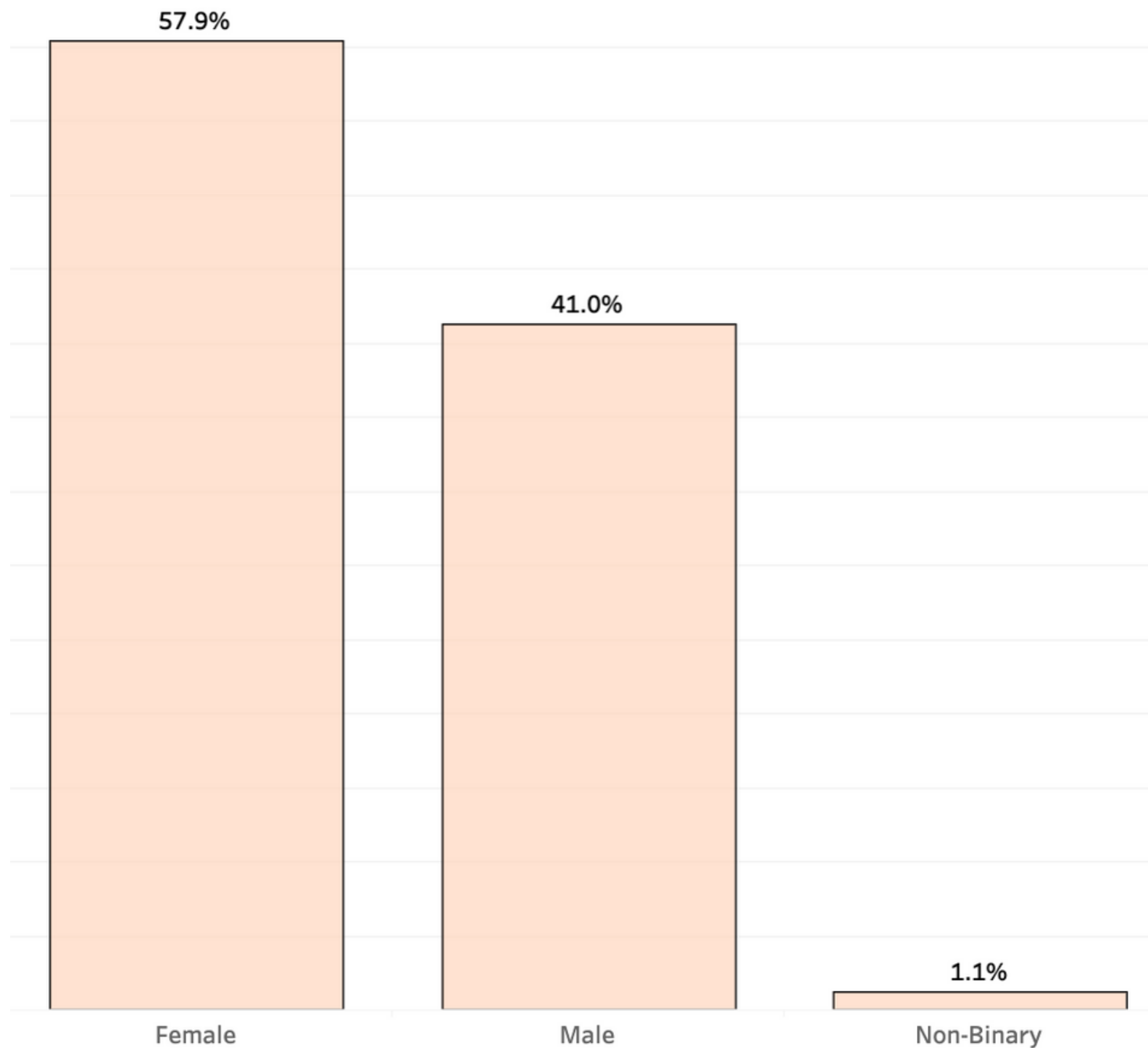
Llame o escanee el código
(888) 515-7881



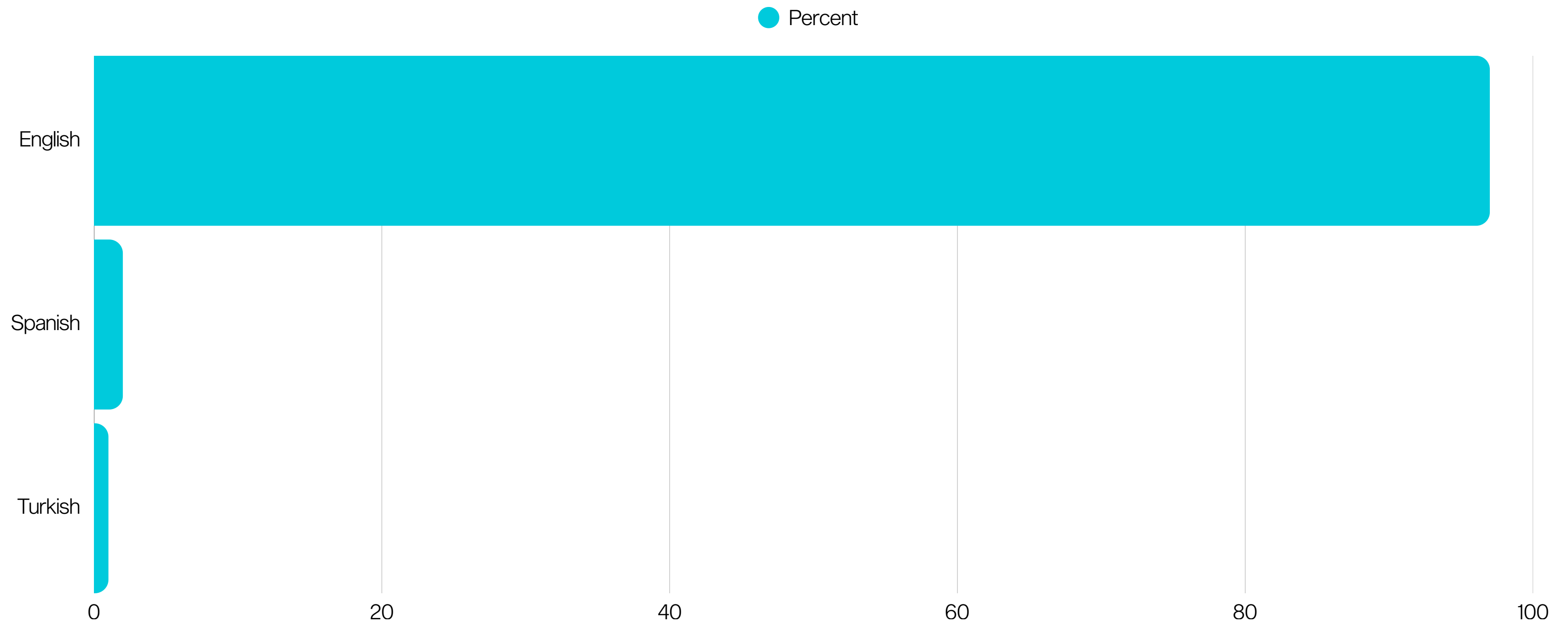
Demographics Served: Ethnicity



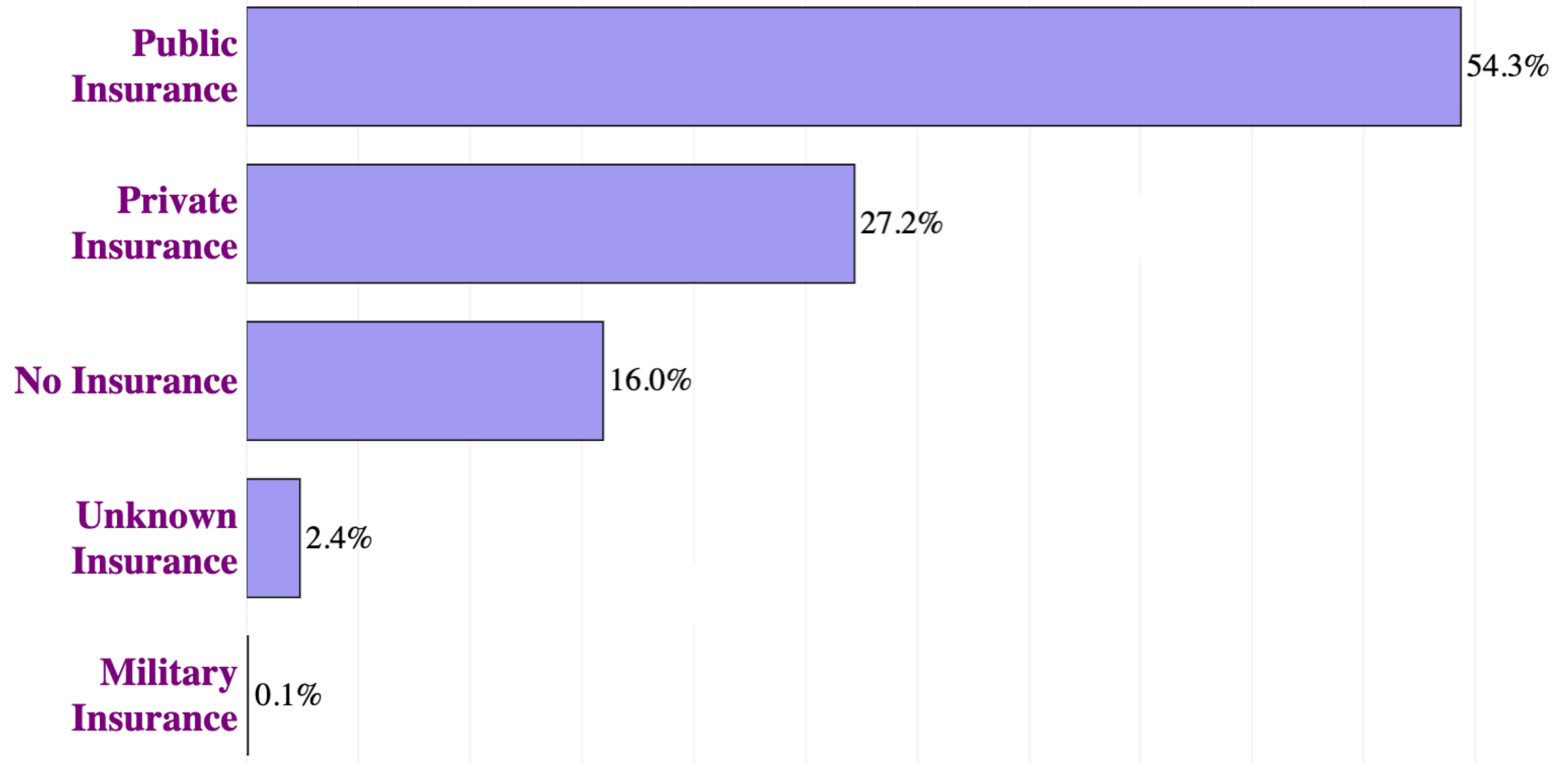
Demographics Served: Gender and Age



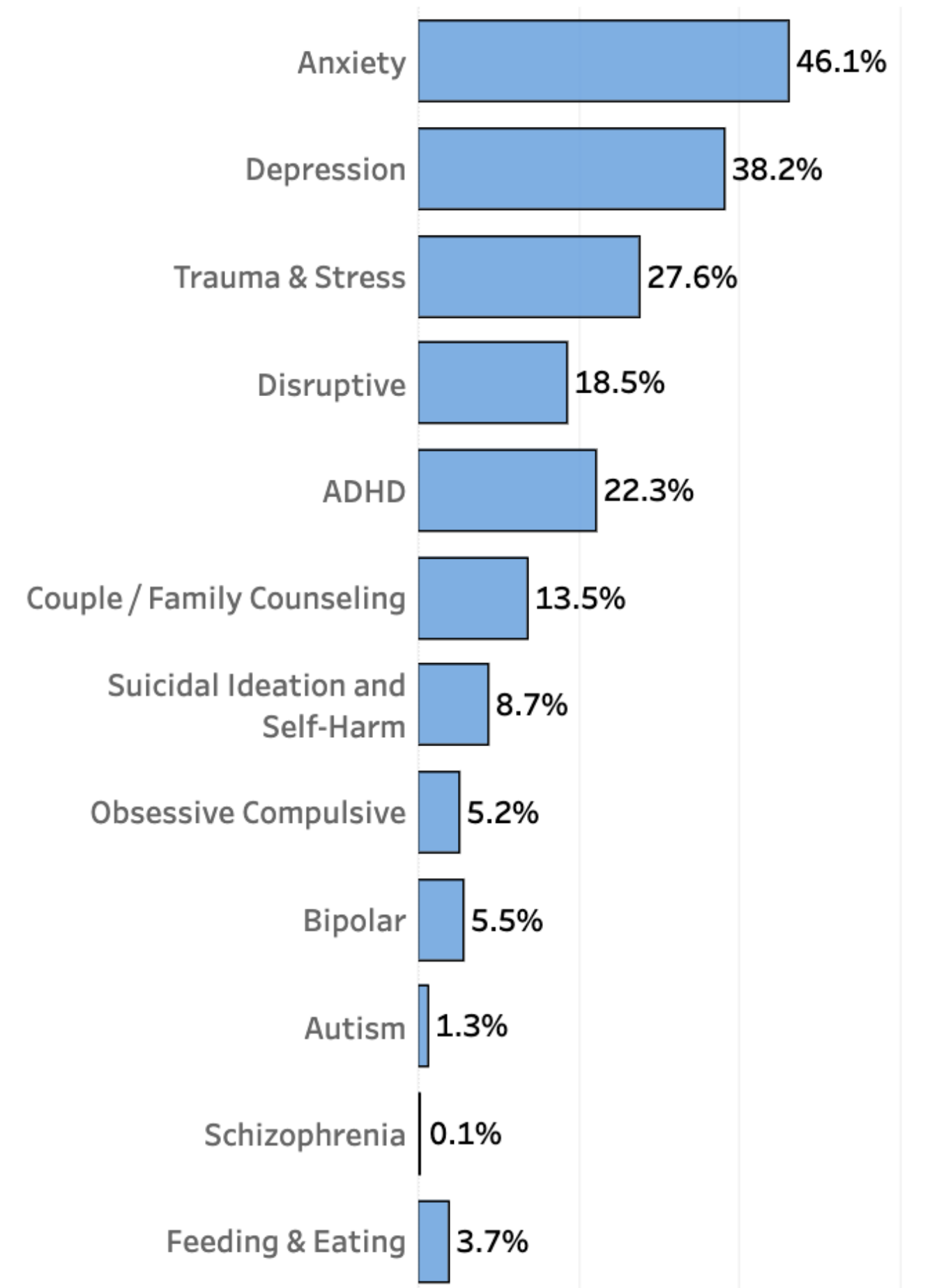
Demographics Served: Language



Insurance Types

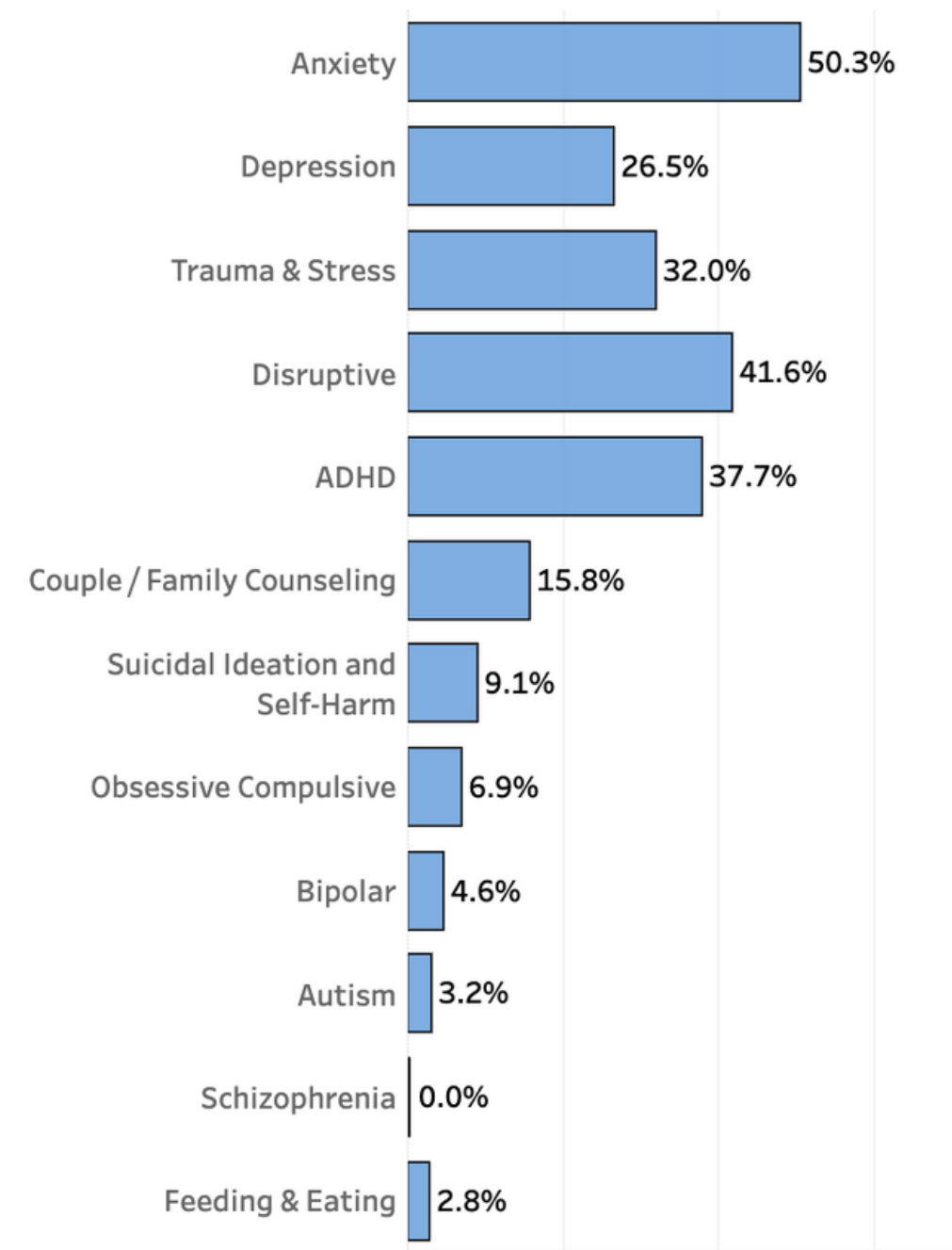


Mental Health Categories Observations by Age (total)

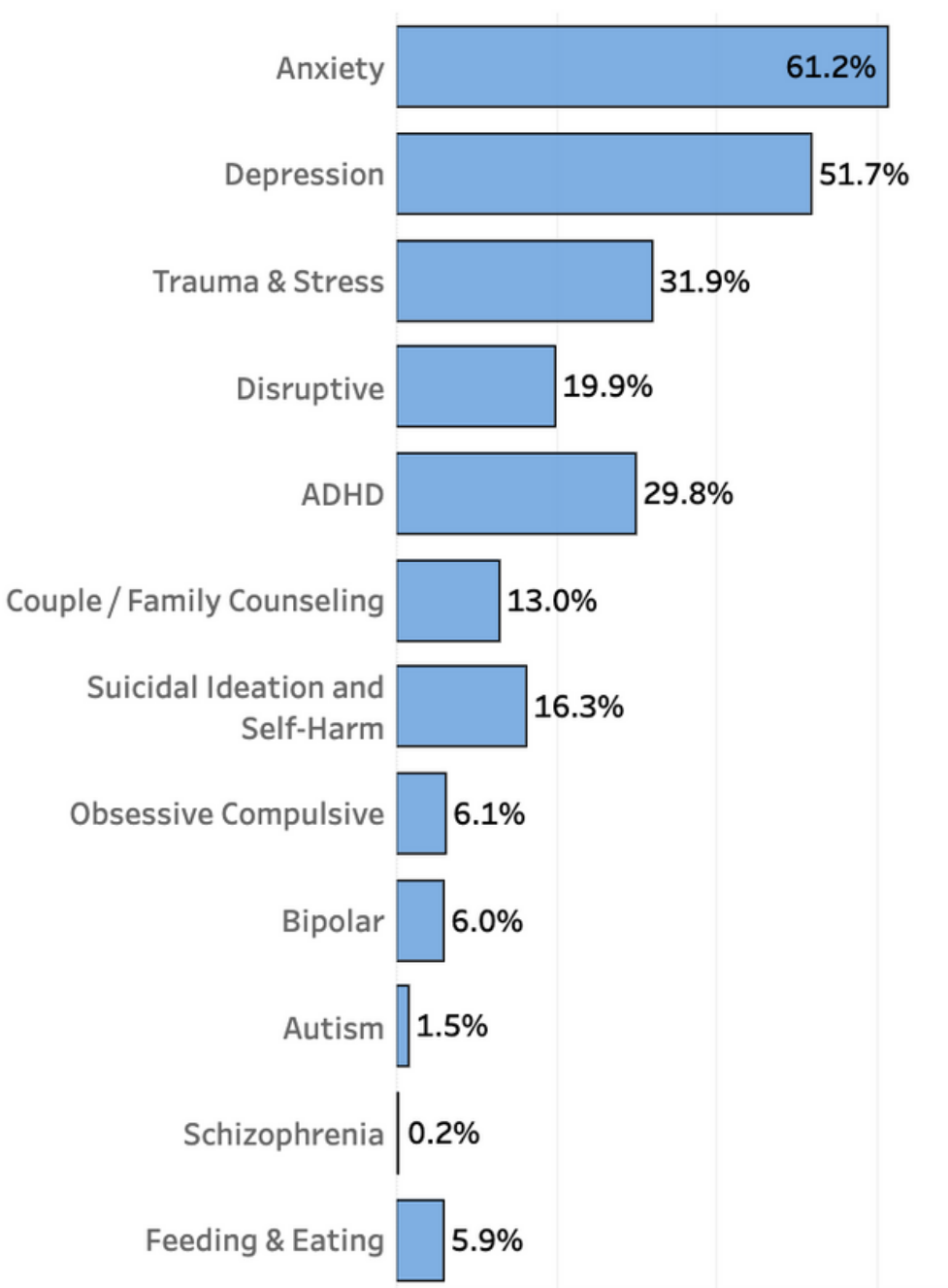


Mental Health Category by Age

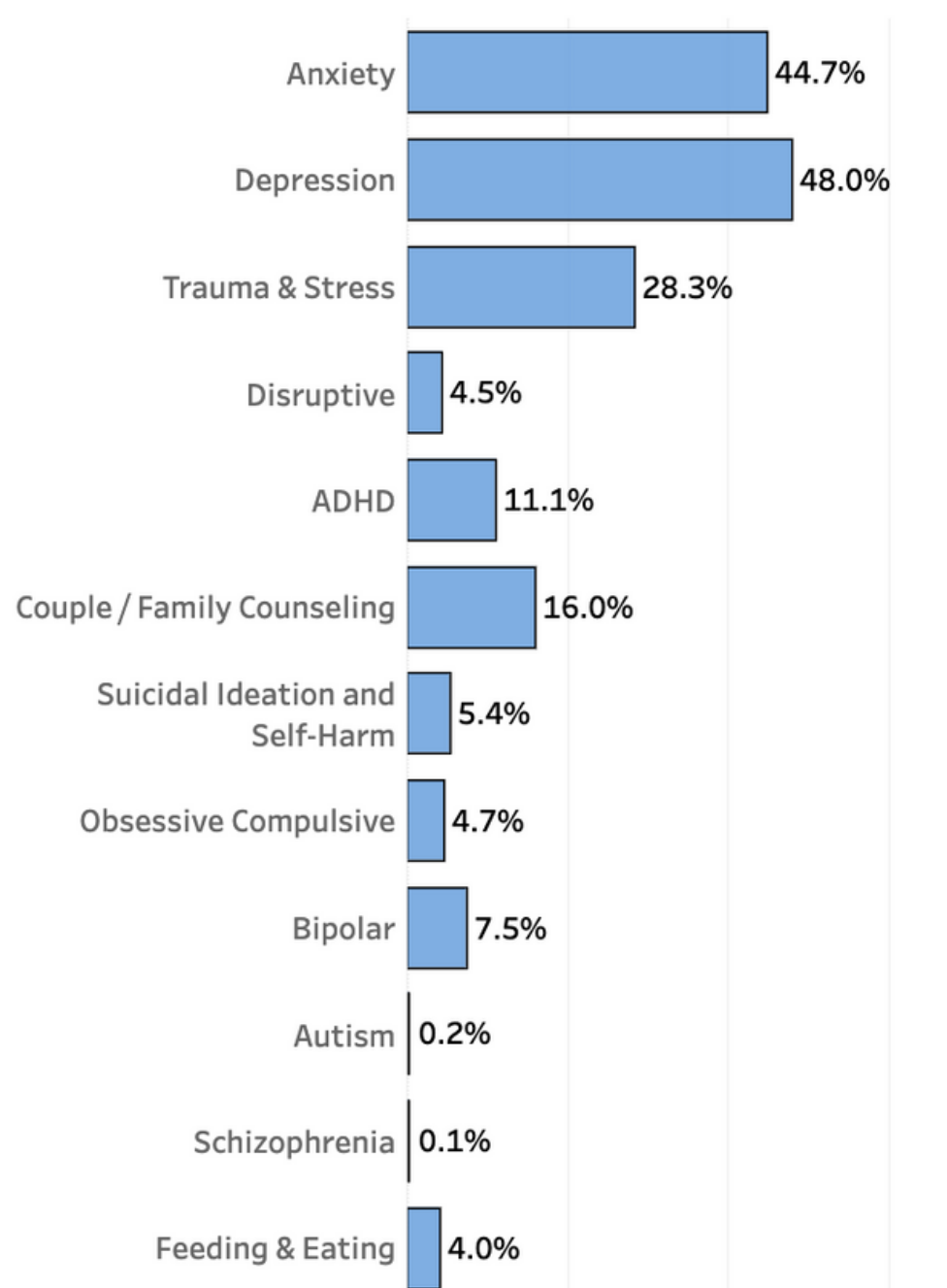
Youth



Adolescents

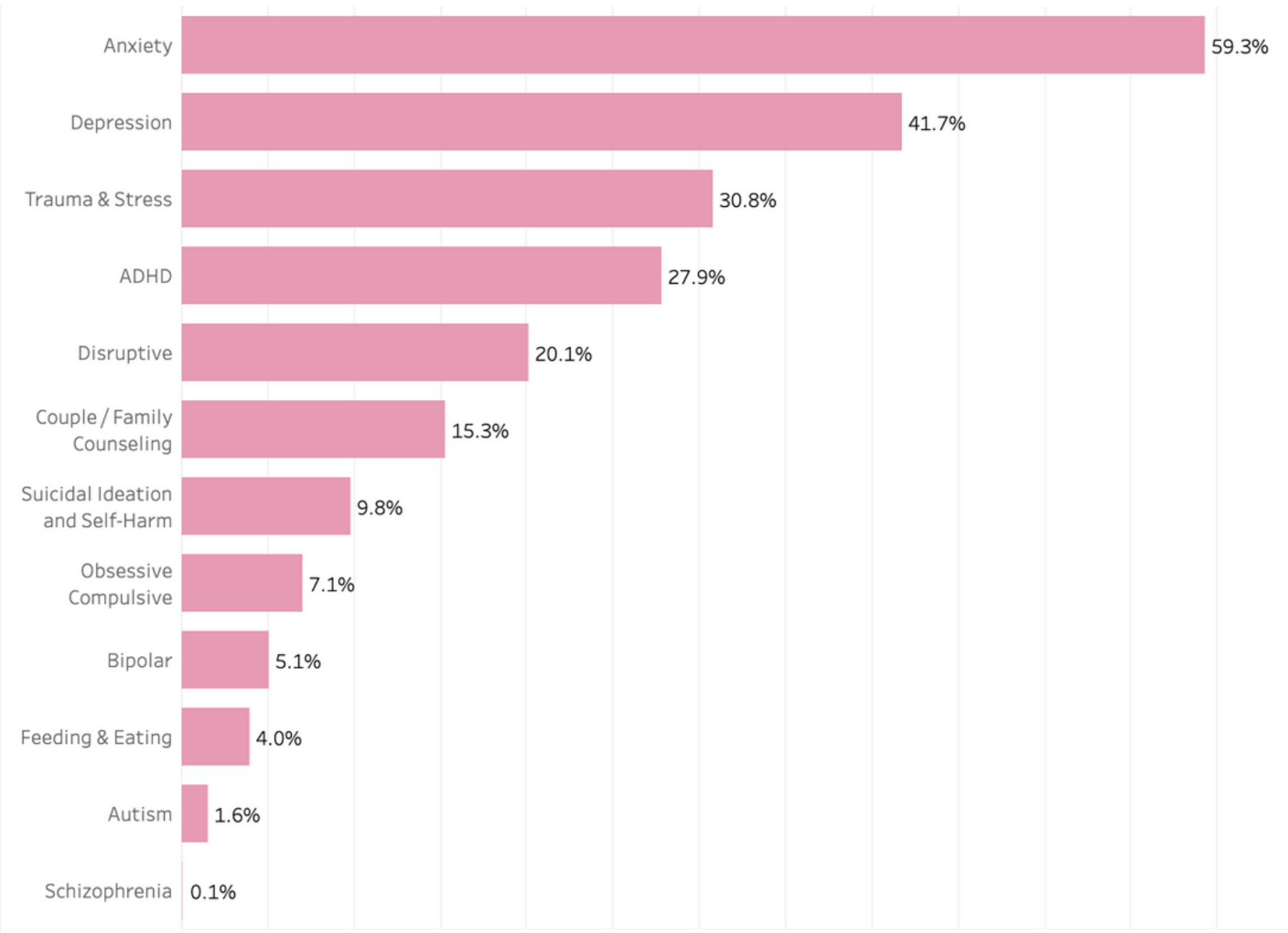


Adults

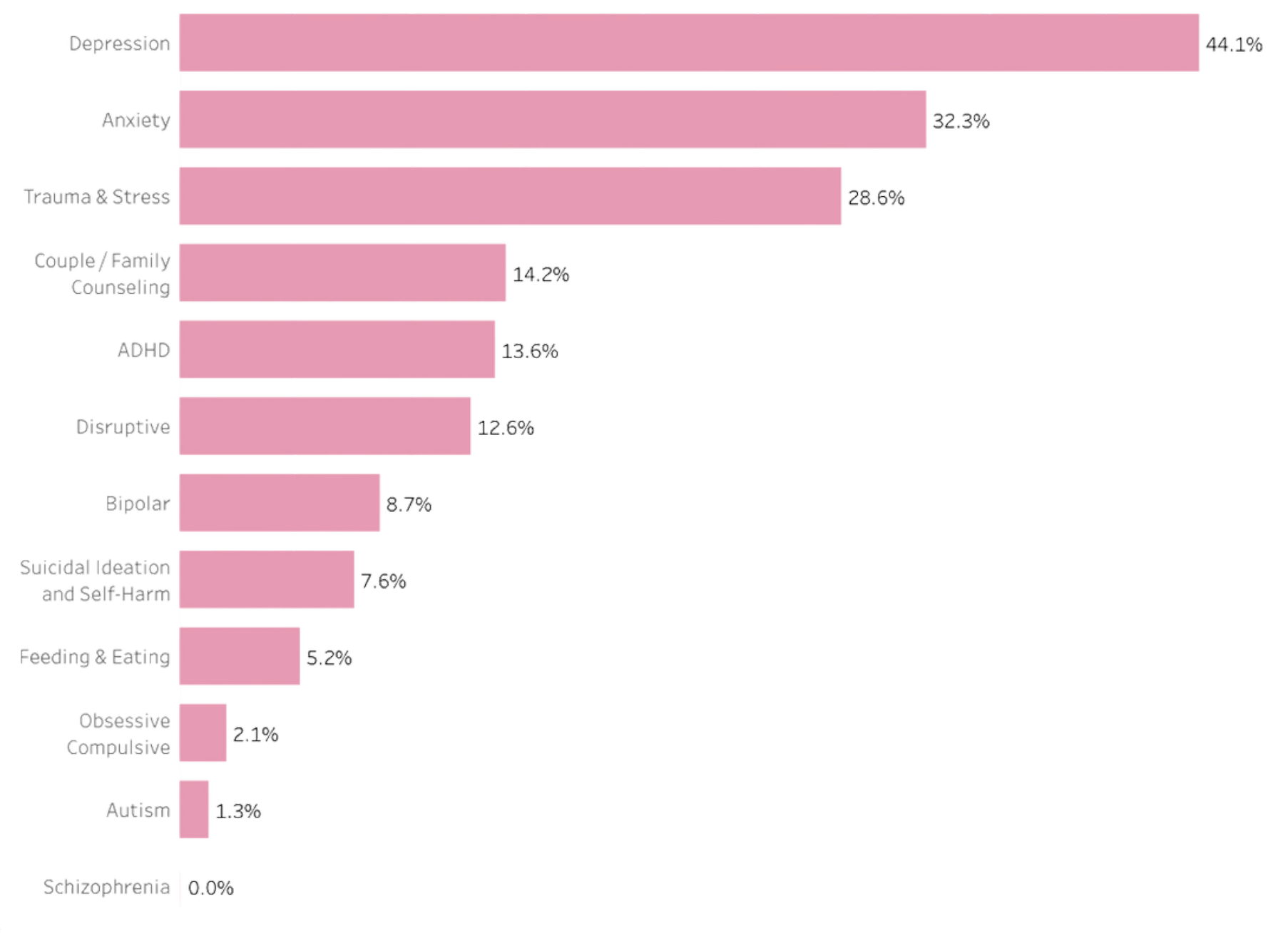


Mental Health Category by Ethnicity

White

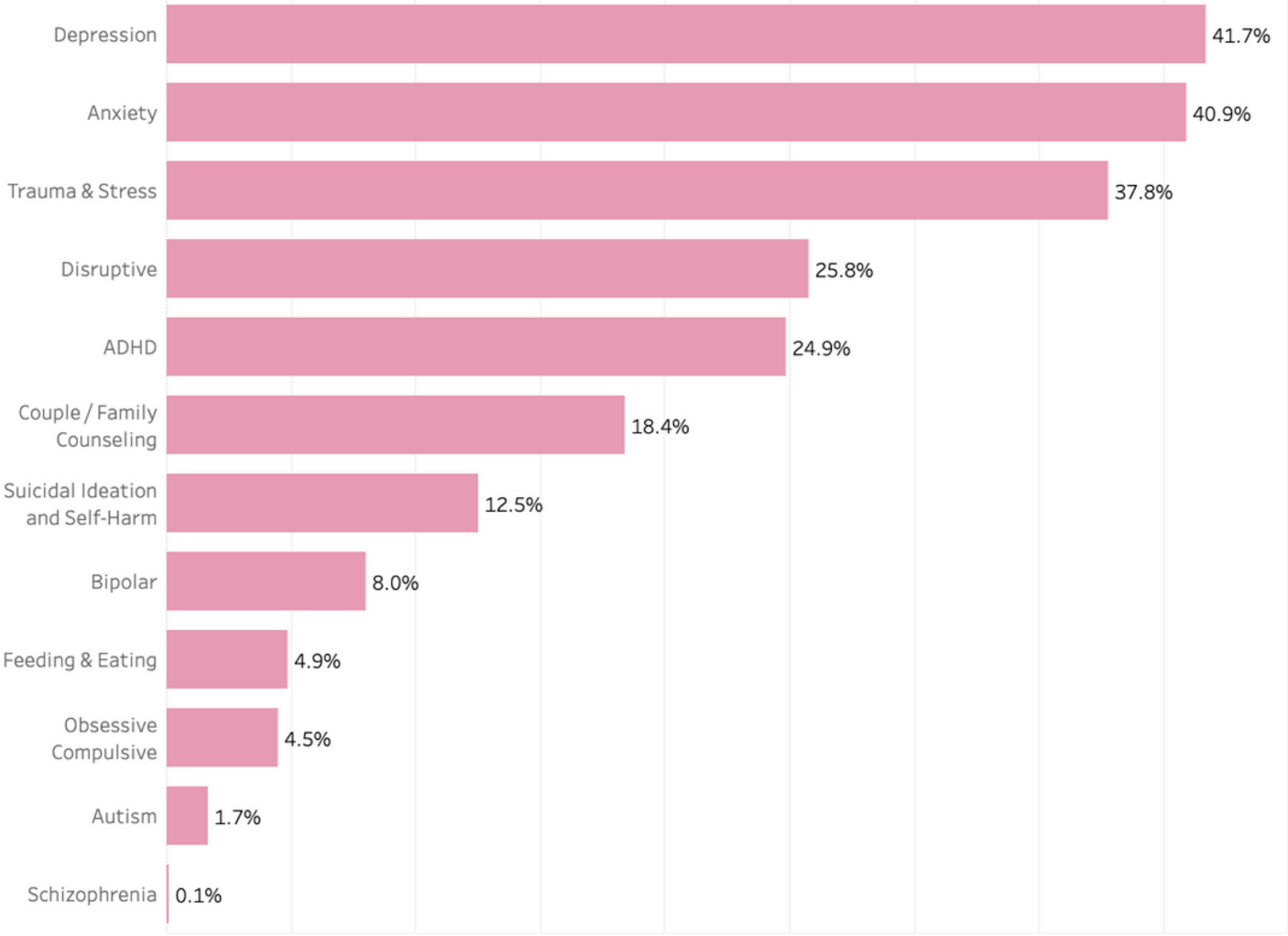


Hispanic

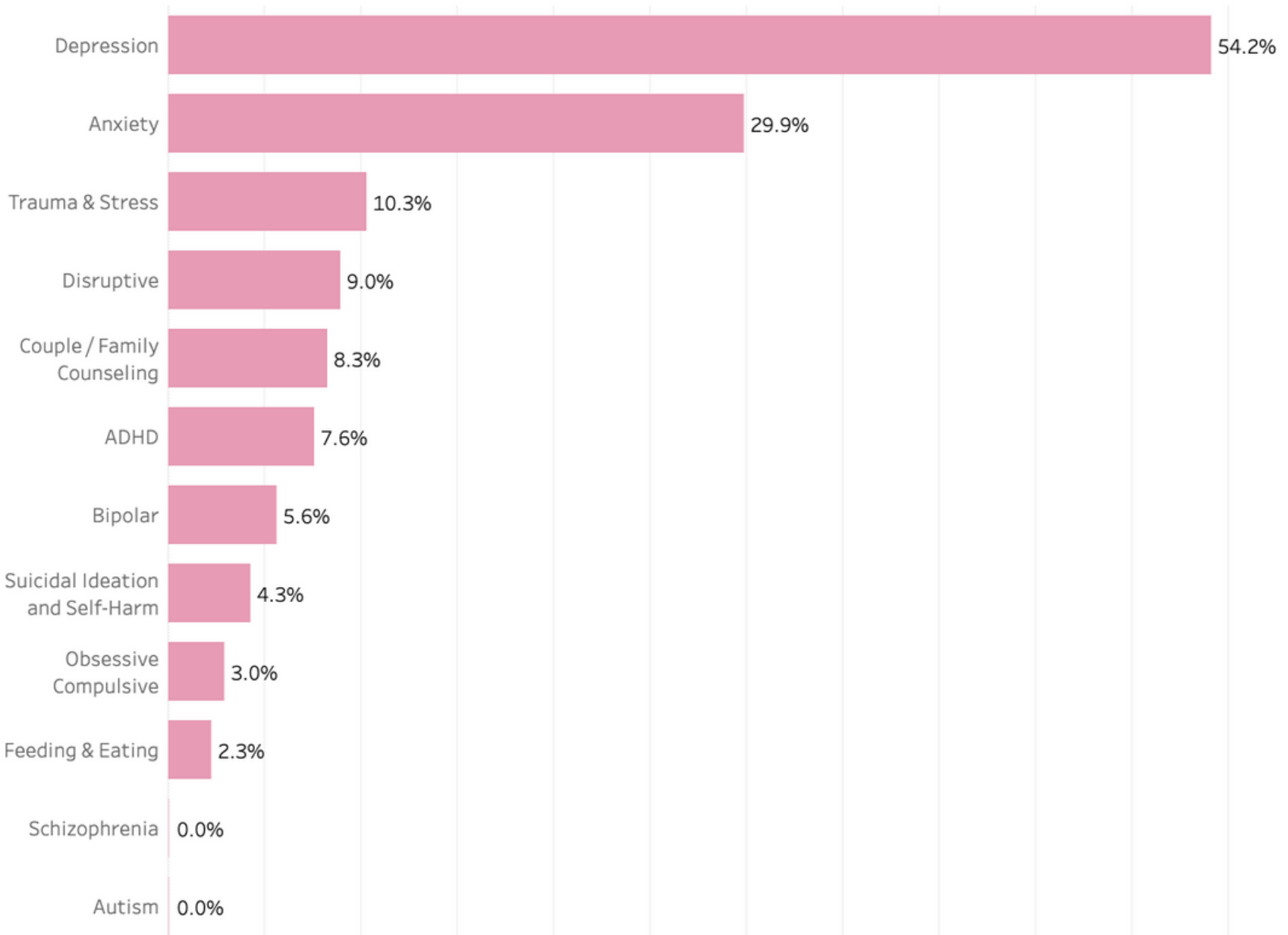


Mental Health Category by Ethnicity

African American



Asian



Total Treatment Types

