



Friday, April 3, 2020

Dear parents and guardians,

**Oceanside Unified School District** fosters a culture that promotes the health, safety, and well-being of students and parents. In an effort to continuously support this commitment during this time of crisis, the district has made an agreement with Care Solace. Care Solace is extending their mental health care navigation concierge services to our community **free of charge**.

**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's web-based system works alongside our multi-tiered systems of support (MTSS) as a tool for school families to connect with community-based mental healthcare resources and providers. The proprietary care navigation system taps into a vast database of mental healthcare resources to find carefully vetted local therapists and programs in minutes.

School district families may access Care Solace services 24/7 in two ways:

**1. Call (888) 515-0595 or email [weserve@caresolace.org](mailto:weserve@caresolace.org) to speak with someone from the Care Concierge team**

- Representatives are standing by to take your call or email 24/7

**2. Visit your custom district link is <https://home.caresolace.com/covid-support/>**

- Answer **ten simple questions** and you will receive a call back from a Care Concierge within **one hour**. The Care Concierge will assist you in finding a resource. They will make phone calls on your behalf to save you precious time and will help you navigate who accepts your insurance.
- Care Solace takes into account all types of private insurance including Medi-Cal, Medicaid, and Medicare and those that have no insurance. The provider will also be specific to age, gender, zip code and any special requests.

Care Solace is now available for use by district students and families **at no cost**. All information entered on the Care Solace website is completely confidential and securely stored. They do not share specific user information to any third parties or even the district itself.

Please note, this service is an optional free resource available to families in our district. If you are interested in seeking counseling-related services at this time, please consider visiting <https://home.caresolace.com/covid-support/>.

Warmest regards,

**Dr. Jordy Sparks, Director of Student Services**