

care solace

CARE SOLACE CONNECTS A SCHOOL COMMUNITY IN WISCONSIN TO MENTAL HEALTH CARE

OVERVIEW

After a devastating parade attack, the Waukesha School District needed more mental health support than ever before. Now, one year after the incident, Care Solace is still providing value by taking care of lingering trauma — and uncovering additional challenges within the community.

AT A GLANCE



12K+
K-12 students



16.8K+
communications
saved to coordinate
care in 1 year






128%
increase in
appointments
*compared to the national average

CONTACT US

For more information & demo requests:

k12partnerships@caresolace.org

-  www.caresolace.org
-  24/7/365 Care Companion Support
-  200+ Languages

CHALLENGES

In the wake of the parade tragedy, the Waukesha School District needed an immediate tool to cope with the increased mental health needs of their community. They also needed long-term support to individuals dealing with the trauma resulting from the attack. Marc Lehnerer, Director of Student Services, says they also learned there were unaddressed challenges with adults in their community.

Immediate Pathways to Mental Health Care

1

The Waukesha School District needed support that could easily integrate into their existing systems immediately after the parade. "In education," Lehnerer says, "you deal with the next fire in front of you. On our own, we just can't facilitate the help every family needs."

2

Long-term Community-Wide Access to Ongoing Support

After the initial crisis response, the Waukesha School District needed help connecting community members to ongoing support.

3

Additional Help to Aid in Adult Well-being

In addition to trauma from the parade incident, the adult community had issues of its own. From parents experiencing marital issues to staff wanting to access care anonymously, supporting adult well-being was clearly a need.

SOLUTIONS

District leadership needed a solution that would help them care for their community's increasing and ongoing mental health needs. They onboarded Care Solace to quickly connect students, school staff, and their families to quality mental health and substance use treatment providers for the following reasons:



**Quick Activation
of Services**



**Wrap-around
Support**



**Universal Access
to Care**

SOLUTIONS (CONT.)



Quick Activation of Services

After the tragedy, the Waukesha School District's mental health needs were at an all-time high. The district needed a solution that was easy to implement and would quickly become available to the community. Thankfully, Care Solace is a turnkey solution without any integration needs that can slow down the process. Lehnerer says, "We had peace of mind knowing Care Solace could be an immediate, meaningful resource for families."



Wrap-Around Support

Even with a robust MTSS in place, the Waukesha community needed additional support immediately. Care Solace offered its services for free to the district. After implementation, Waukesha School District experienced so much value that they moved forward with a paid contract to support its community for the long term.



Universal Access to Care

After analyzing Care Solace utilization data, it was clear to the Waukesha School District that the services were serving not only the students, but also parents and staff. There was a significant uptick in parents seeking support for marital issues; and, as Lehnerer, notes, "What impacts parents, impacts kids." Although Waukesha District had an EAP in place, staff began to lean on Care Solace more heavily because it provides much-wanted anonymity.

IMPACT REPORT (DEC 2021 - DEC 2022)



1

Care Solace completed 16.8K communications (calls, texts, and emails) on Waukesha's behalf.

On average, each communication takes 6 minutes, which means Care Solace saved school health professional staff 70 days of valuable time.

2

Compared to the national average, Waukesha's appointment rate increased by 128%.

When an individual navigates the mental health care system on their own, on average only 18% book an appointment due to barriers within the system. With the help of Care Solace, 41% booked an appointment.

3

Anxiety was the top mental health concern for each age group, including children 3-11.

Care Solace found care matched to specific needs, such as anxiety, depression, and trauma, for people of all ages.

4

Over 25% of referrals were for adults during 2022.

Care Solace provides a community-wide solution and not only supports students, but also Waukesha's school staff and family community in their mental health needs.

CONCLUSION

When the Waukesha community was hit with the parade tragedy, Care Solace offered its help immediately to better serve the increasing mental health needs of the district.

After implementation, it was clear that Care Solace was providing value to the entire community, students, staff and families.

Now, thanks to Care Solace, the entire Waukesha community has equitable access to pathways to mental health care to support long-term trauma from the parade incident and many other challenges as well.