



Department of Teaching and Learning

MEMORANDUM

TO: Carla A. B. Smith, Director of Purchasing

FROM: Danielle E. Colucci, Chief Academic Officer, <https://na1.do>
Department of Teaching and Learning
Robert B. Jamison, Executive Director, Office of Student Support Services

VENDOR: Care Solace <https://na1.do>

DOLLAR AMOUNT: \$227,500.00

DATE: June 20, 2024

The Virginia Beach City Public Schools (VBCPS) strategic framework outlines a commitment to fostering an environment where students and staff are safe and healthy. As part of this commitment, the Department of Teaching and Learning is requesting to partner with Care Solace to provide flexible options to those in need of mental health care services. This sole-source arrangement shall remain in effect in perpetuity as long as the contract or agreement remains active with VBCPS.

Care Solace provides a unique and innovative service, the substance of which is not otherwise available to K-12 education systems. There are no competitive alternatives reasonably available on the market because Care Solace is the only United States-based, mental health service that has a proprietary ‘matching’ technology of live care companions who are dedicated to students 24-hours daily, seven days a week, for 365 days a year. The service is available for student’s family members, and district and school staff. The resource services K-12 education and community college/university systems; and is designed to provide ethical and high-quality mental health care referrals for students, families, and school staff. The Care Solace service is the only solution that can be used by web, tablet, mobile, video chat, email, or text to connect families, students, and campus staff with mental health resources. Each student program is individualized so that students and families can find the right fit for their mental health needs.

This pricing is fair and reasonable, as it allows for sufficient staffing to provide live Care Companions available for individualized attention and support, unlimited utilization of Care Solace’s services by students, families, and school staff during the term of any Service Agreement, and affordable cost for school districts and education systems nationwide. Given the need for this service and the number of students, families, and staff, Care Solace provides an efficient and economical option that otherwise would not be available to the VBCPS community. For similar reasons, Hampton City Schools and Portsmouth Public Schools have partnered with Care Solace.

The services to be procured include the following:

- Unlimited licenses to use Care Loop powered by Care Solace - A Family Educational Rights and Privacy Act (FERPA) -compliant, proprietary software through which school district staff users can access their own dashboard and submit Warm Handoffs® with contact information of a person in need of mental health care or substance use treatment. Users can track progress of referred individuals and see real-time updates on the progress of referrals. The administrative dashboard allows access to live, anonymized data reporting on community mental health and key performance indicators.
- Warm Handoffs - A proprietary referral process allowing users to submit a student’s information to Care Companion, a team of dedicated care coordinators who help people at every step of the way to find providers based on their needs and preferences.
- Care Companions - Live, multilingual 24/7/365 care coordination team members who provide an empathetic personal support that lowers stigma and expedites connection to care that is matched to a student’s needs and preferences. The team is available by phone/email/text and can coordinate care in over 200 languages.
- Care Match - A confidential, self-service navigation system with a 24/7/365 portal that provides an anonymous way for people to search for providers matched to their needs. Care Solace provides a custom URL that enables students, staff, and their families to confidentially search in any language and match with providers from the proprietary Care Solace database of local and statewide mental health providers serving all pathways of care, including telehealth.
- Care Solace User Management tool allows users to assign appropriate privileges based on their roles and need-to-know.

Care Solace has a multi-tiered security solution to protect the environment from internal and external attacks. As a FERPA compliant solution, Care Solace is committed to keeping all student, staff and district-related data private and secure both in transit and at rest. The services and associated resources support Compass to 2025 Goal 2: Student Well-Being, Goal 4: An Exemplary, Diversified Workforce, and Goal 5: Mutually Supportive Partnerships.

<https://na1.documents.adobe.com/verifier?tx=CBJCHBCAABAA0ISU8ON76ixk9ecobMJAeC>
 Carla A. B. Smith, CPPO, CPPB (Jun 20, 2024 17:38 EDT)

Carla A. B. Smith
Director of Purchasing

Date

<https://na1.documents.adobe.com/verifier?tx=CBJCHBCAABAA0ISU8ON76ixk9ecobMJAeC>
 Robert Jamison (Jun 20, 2024 11:10 EDT)

<https://na1.documents.adobe.com/verifier?tx=CBJCHBCAABAA0ISU8ON76ixk9ecobMJAeC>
 E. Colucci (Jun 20, 2024 16:32 EDT)