



To: Honorable City Council
From: John Moreno, City Manager
By: Margarita Matson, Public Safety Director
Date: July 9, 2024

SUBJECT: AMENDMENT TO RENEW SERVICE AGREEMENT BETWEEN THE CITY OF PARAMOUNT AND CARE SOLACE, INC. FOR FISCAL YEAR (FY) 2024-25

BACKGROUND

On Tuesday, November 14, 2023, the City Council approved a seven-month pilot period with Care Solace, Inc. for a mental health platform. Care Solace is a social purpose company on a mission to improve equitable access to mental health and substance use treatment. Care Solace is not a direct provider of services but instead helps people navigate through the complex maze of available services involving both public and private mental health providers.

DISCUSSION

Care Solace provides online resources including a live 24/7 concierge designed to assist individuals in finding local mental health-related programs, substance use treatment providers, and counseling services. Care Solace's proprietary database is integrated into every medical provider and insurance plan in the State of California, including free and sliding scale services for families with no medical insurance. Care Solace helps individuals, regardless of age, gender, ethnicity, or financial situation, with particular focus dedicated to the inclusion of the unhoused population in various social services.

The key benefits of Care Solace are that the platform provides real-time data on community mental health needs, including treatment categories, appointments booked, and demographics, which are critical in providing insights and developing action plans. Care Solace would also help connect City staff and Paramount residents to the right help at the right time. The program supports equitable access to care regardless of medical coverage, including private insurance, Medicaid, and other sliding scale options for those without insurance.

The City's efforts to promote the service have been highly successful. The message has been effectively spread through various channels, including the Care Solace Paramount platform. Staff have consistently posted social media messages, and the program has

been prominently featured on the City's webpage. The resource has been actively promoted and mentioned at city events, and presentations have been made with community groups and stakeholders.

Since the service's implementation, the community's reaction has been positive. Key performance indicators have been trending upwards, including inbound interactions, outbound communications, and resident-initiated cases. The service has proved to be an essential resource for the Paramount community and should be continued until June 30, 2025.

FISCAL IMPACT

Residents would not be charged for using the service; instead, the City would pay a flat rate of \$1.50 per resident annually based on the City's overall population, which comes to a total amount of \$80,250. Funding for this program was included in the FY 2024-25 budget under the World Energy/AltAir Community Benefits Agreement Fund. The amendment to renew the service agreement is included as Exhibit A.

VISION, MISSION, VALUES, AND STRATEGIC OUTCOMES

The City's Vision, Mission, and Values set the standard for the organization, establish priorities, uniformity and guidelines; and provide the framework for policy decision making. The Strategic Outcomes were implemented to provide a pathway to achieving the City's Vision. This item aligns with Strategic Outcome No 1: Safe Community - Provide a safe place to live, work, and visit; and Strategic Outcome No 2: Community Health - Provide diverse recreational and cultural amenities that support healthy lifestyles and a sense of community.

RECOMMENDED ACTION

Approve the amendment to renew the service agreement with Care Solace, Inc., for FY 2024-25 in the amount of \$80,250 and authorize the City Manager to execute the agreement.