

# Michigan Association of Superintendents & Administrators:

Practical strategies for fostering connection and improving mental health in ourselves & our schools

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January 24, 2024



**Wayne-Westland**  
COMMUNITY SCHOOLS

**care solace**  
Calming the Chaos of Mental Health  
Care

# Welcome & Introductions



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# Our Time Together

- 1 **Why Self Care is so Important?**
- 2 Wayne Westland Community Schools
- 3 District Strategies
- 4 How Care Solace Can Help
- 5 Reflection &  
Discussion

# Our wellbeing affects those around us



Wellbeing is being well by actively caring for you mind and body.





# Mindful Leadership

“Between stimulus and response there is a space. In that space is our power to choose our response. In our response lies our growth and our freedom.”

Viktor E. Frankl -  
neurologist, psychologist &  
Holocaust survivor





The background of the slide is a blue-tinted landscape with rolling hills. On the right side, there is a large, glowing sphere that resembles a planet or a moon, partially obscured by the horizon. The overall atmosphere is serene and futuristic.

Advancing community  
wellbeing

Amidst uncertainty  
& continuous change

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# Wayne-Westland COMMUNITY SCHOOLS

9,386 students

10

Elementary  
Schools

3

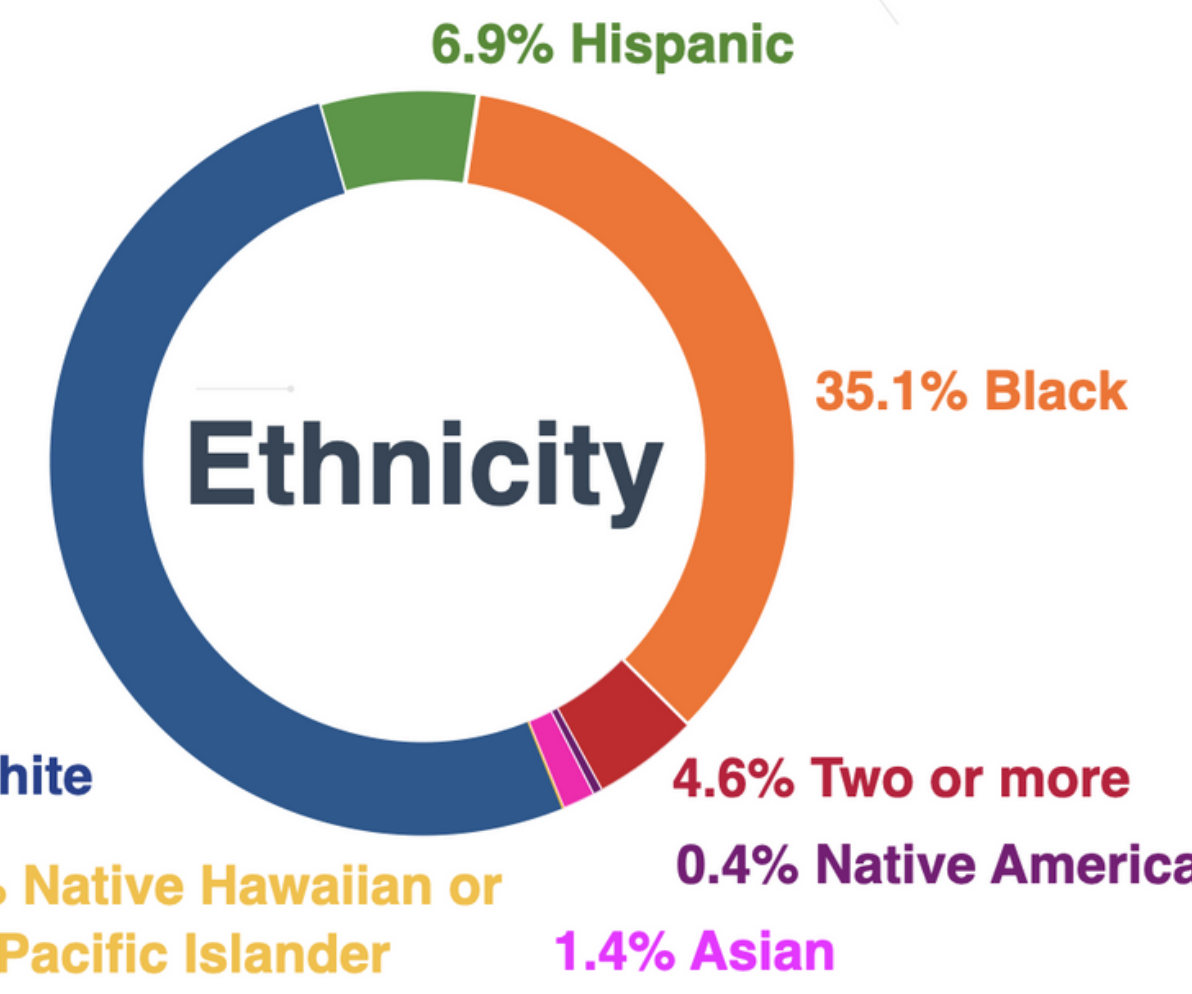
Middle  
Schools

3

High  
Schools

2

Additional Sites  
Preschool &  
Innovative Academy



3

Family Resource  
Centers focused  
on basic needs

61.4%

Students receiving  
Free/Reduced  
lunch

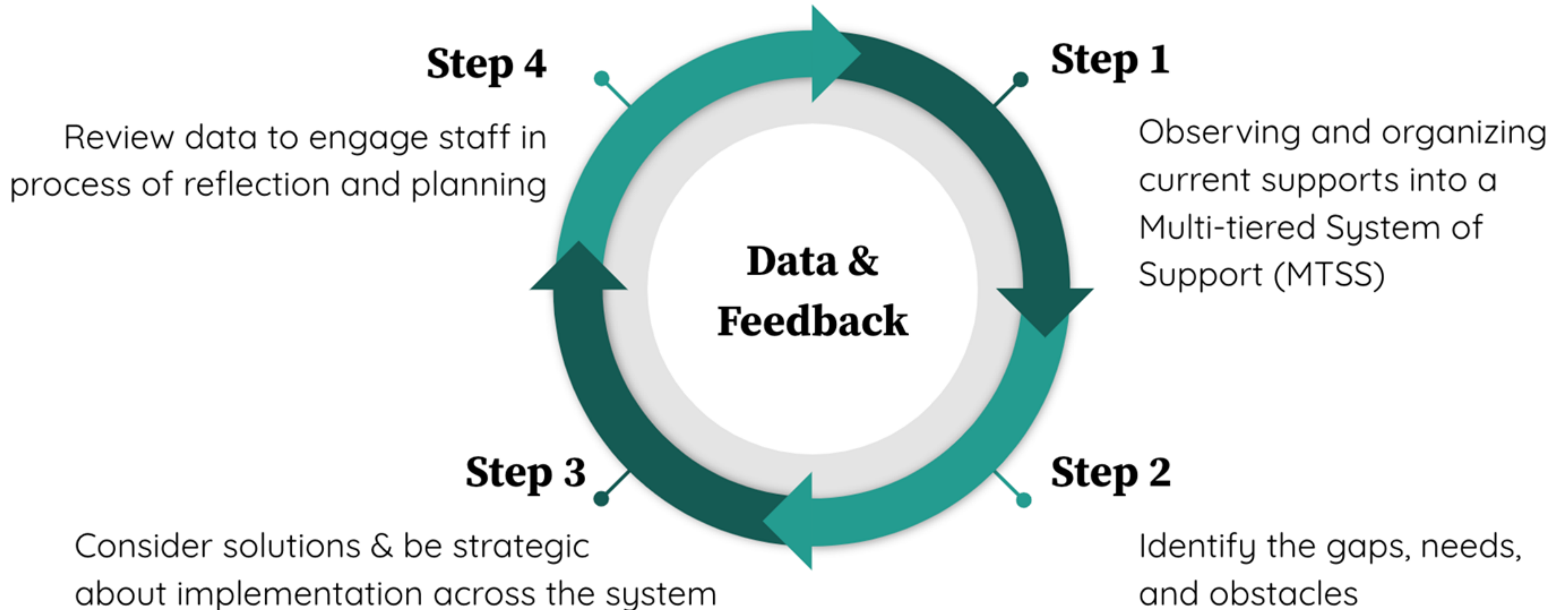


# School Mental Health Well-Being



# Continuous Improvement

## Identifying challenges & opportunities





“Before” ....

**Community Mental Health Partners for  
MENTAL HEALTH CRISIS**  
(24 hours a day, 7 days a week)

Hegira Health, Inc. Crisis Line: 844-296-2673

New Oakland Family Centers Crisis Line: 877-800-1650

National Suicide Prevention Lifeline: 1-800-273-8255

The Guidance Center Crisis Line: 888-711-5465



*Wayne Westland Community Schools and staff are not endorsing any of these agencies. We are simply providing you with resource suggestions. You will need to check with your insurance carrier in regards to coverage.*

**NON-EMERGENCY Community  
Mental Health Partners**

**Beaumont Adams Child & Adolescent  
Health Center (at Adams Middle School):**  
734-728-2423

**Hegira Health, Inc.:**  
734-793-5026 or 734-367-0469

**SandCastles (grief and loss):**  
313-771-7005

**New Oakland Family Centers:**  
1-800-395-3223

**Starfish Family Services:**  
888-355-5433

**Western Wayne Family Health Centers:**  
313-561-5100

**University of Michigan Depression Center:**  
734-764-0231

**The Guidance Center:**  
734-785-7700

**Angela Hospice (grief and loss)**  
734-464-7810

For additional resources and help, call our WWCS Family Resource Center: 734-419-2709

# Wayne-Westland Care Solace Services Provided

## March 2022- June 2023

**Total Services Provided: 53,344**

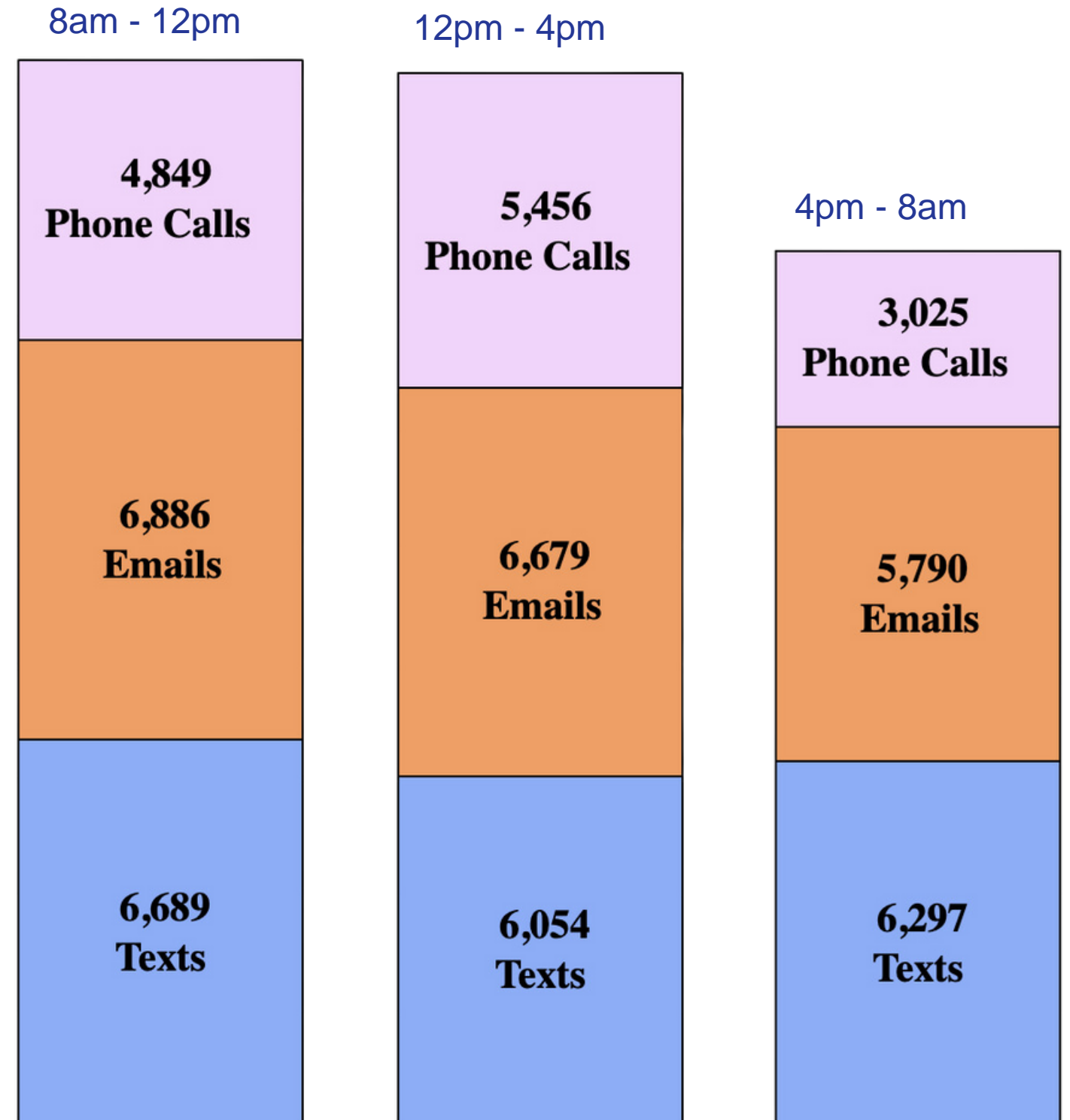
**Total Phone Calls: 13,330**

**Total Emails: 19,355**

**Total Text Messages: 19,040**

**Searches & Referrals: 1,619**

### Total Communications Saved

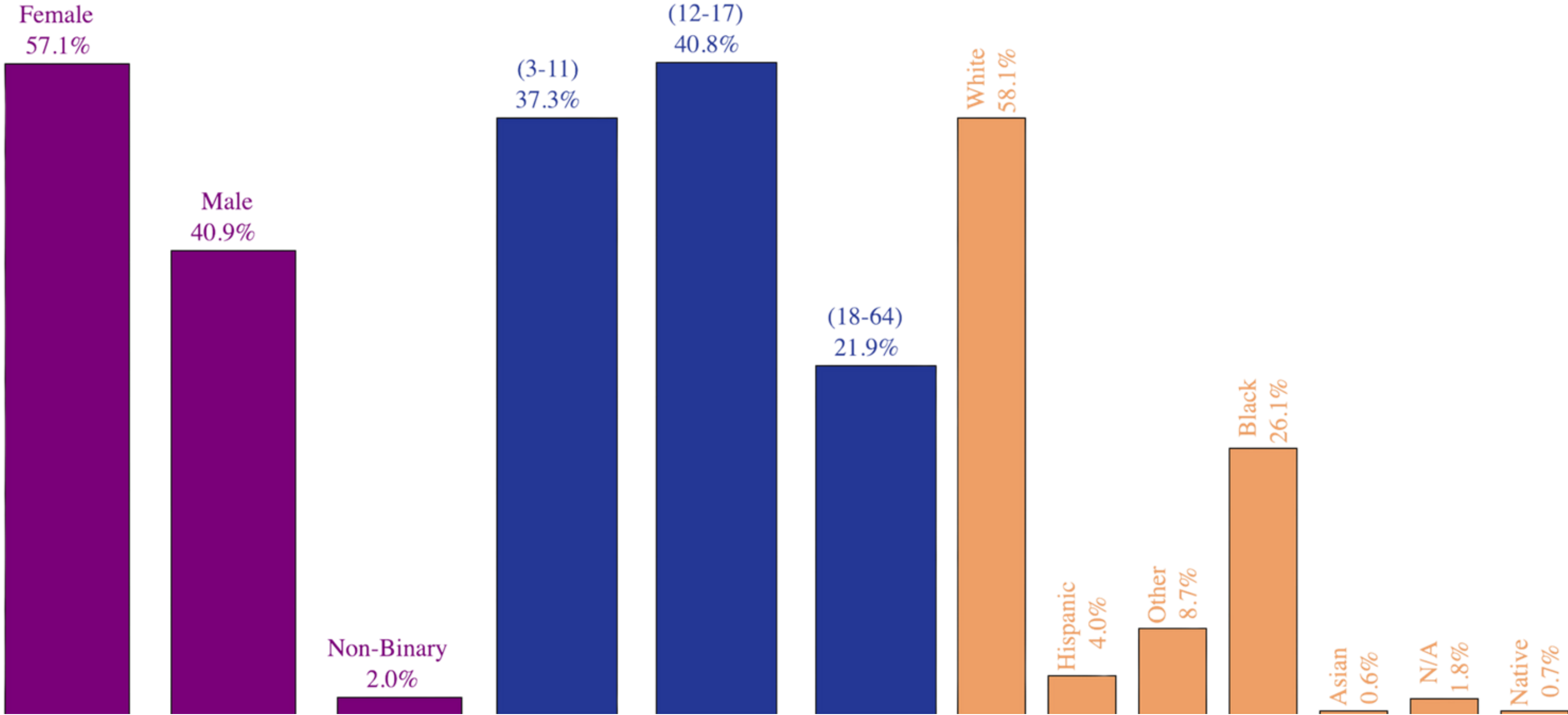


# Wayne Westland Requests for Help

Gender

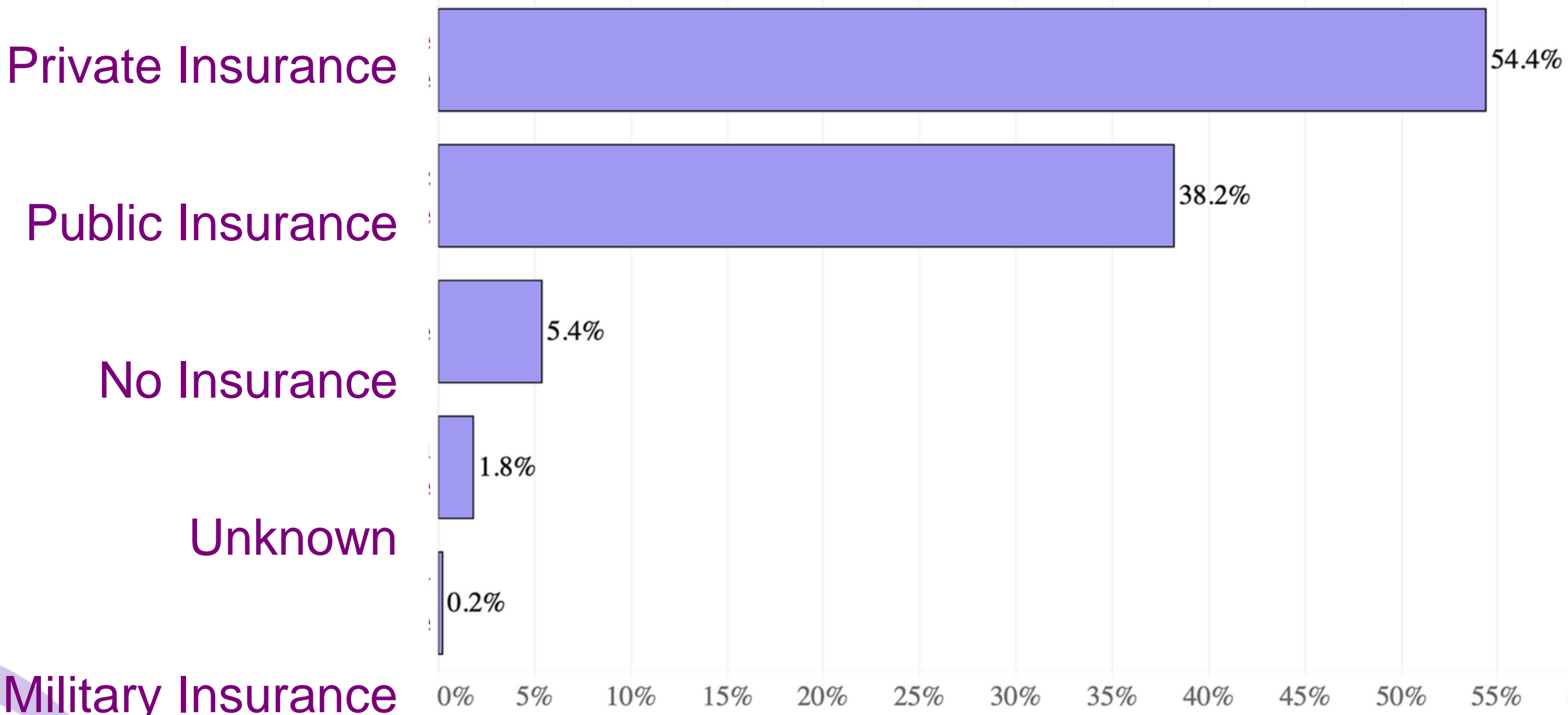
Age Range

Ethnicity



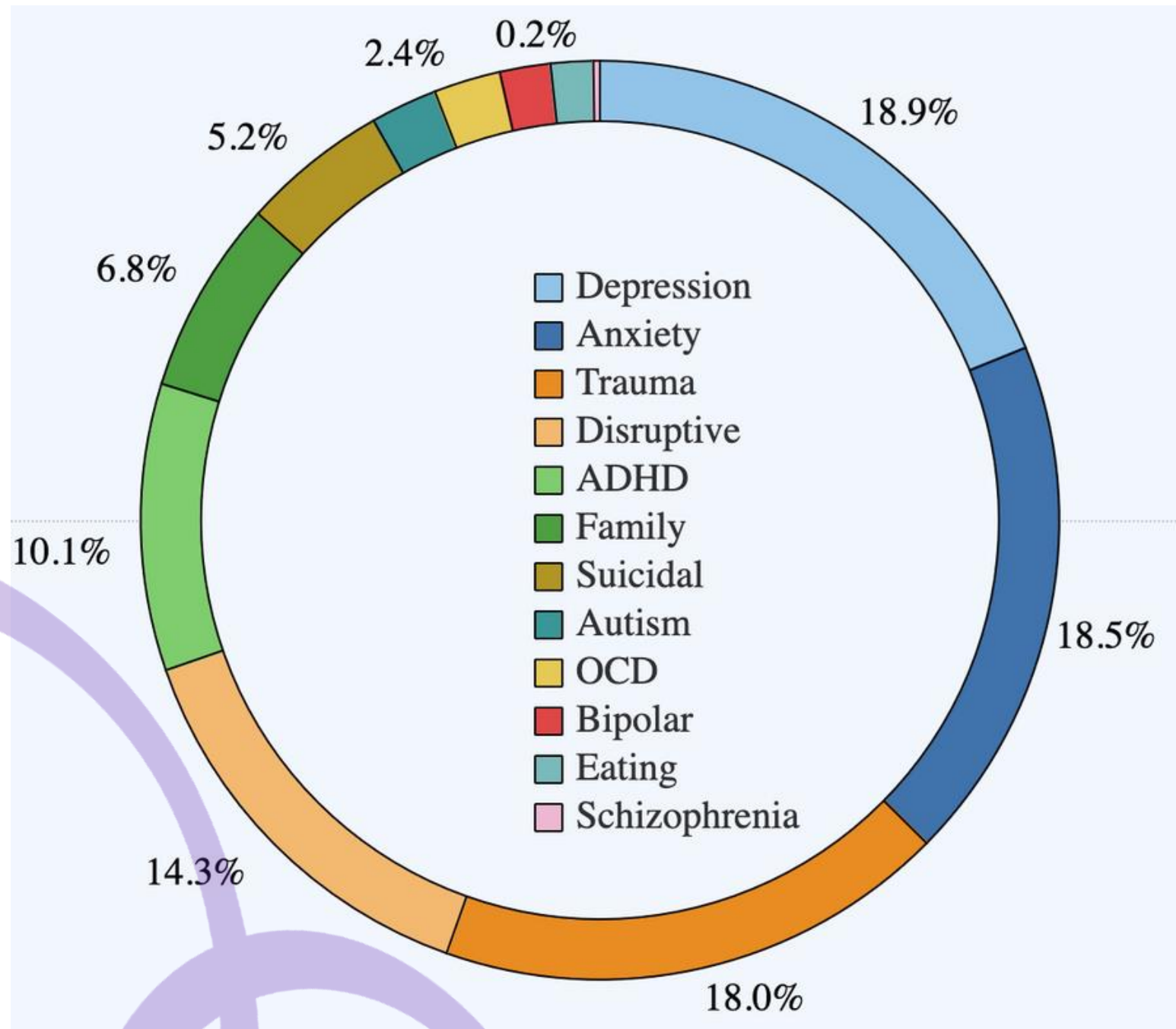


# Wayne Westland Requests for Help

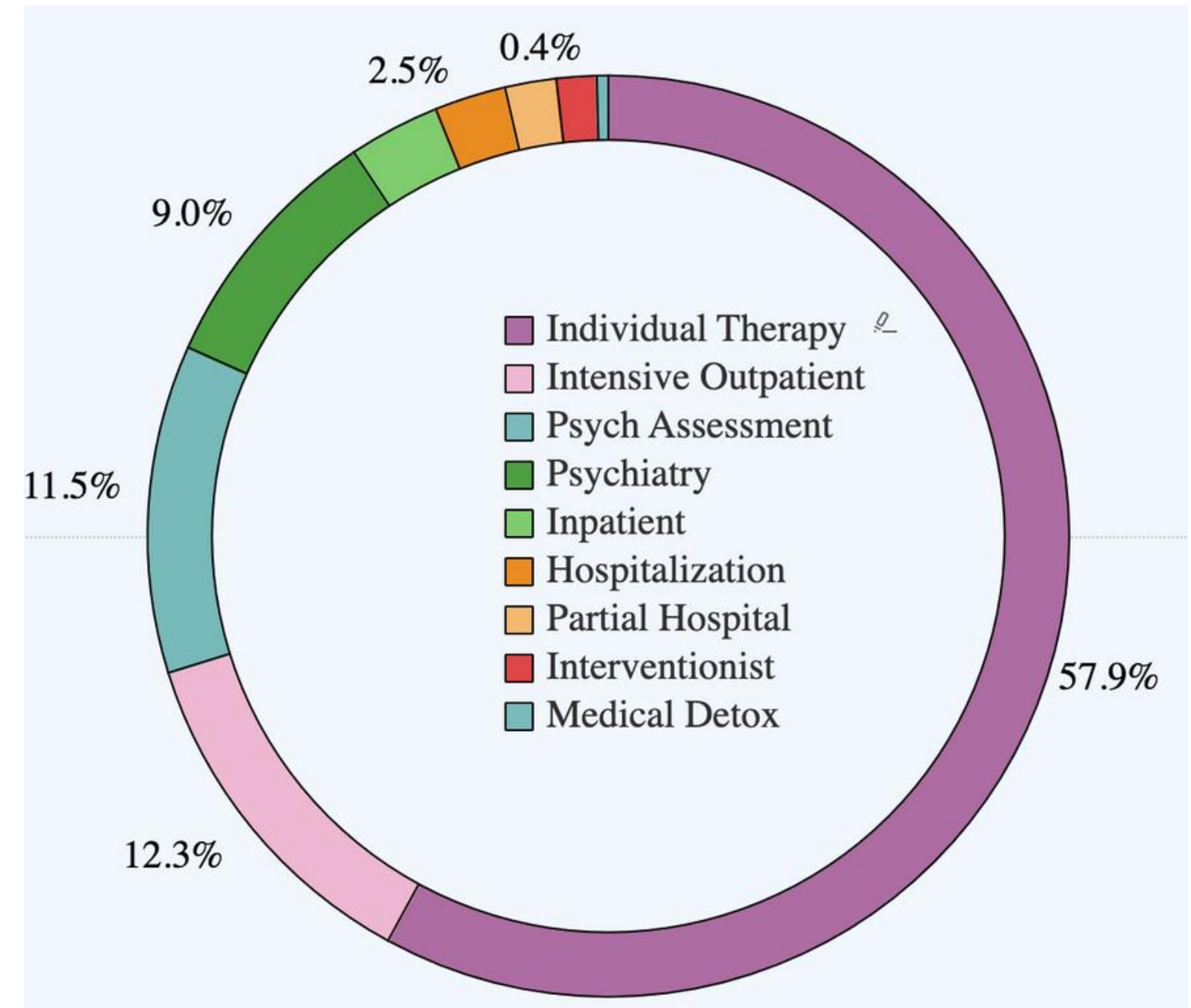


# Wayne Westland Requests for Help by Need

DSM Category



Pathway



# Our Time Together

~~Why Self-Care is So Important~~

~~Wayne Westland Community Schools~~

**District Strategies**

How Care Solace Can Help

Reflection &

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# Key Strategies

## Policy & Practices

Review policies and practices related to student and staff wellbeing. Research example policies that might be relevant.

## Observe & Organize

Current services, resources, programs & personnel into MTSS. Identify gaps & opportunities & promote consistent practices.

## Data Sources

Consider how you track student needs and services provided?  
Screeners, surveys, risk & threat assessment, services provided

## Continuous Improvement

Set up a regular process to engage staff and community stakeholders in data review, reflection, planning & process improvement.

# Community Needs

## Student Support

Looking beyond what a school district can offer. Wrap-around community-based services to ensure that the needs of the child are being met..

## Staff Support

Providing support for staff (full-time, part-time, and contract based). If a person is interacting with students, we want to make sure they are in a good place socially and emotionally too.

## Parent and Family Support

Help for caregivers and siblings. When a family's needs are being met, the better chance the student's needs will be met.

## Transparency

Hope is not a strategy. We need to know that the needs are being met, and like our approach to learning and academic outcomes, we should be able to see how we are supporting SEL needs as well.

# Continuous Growth



1

Improve employee retention & continuity of services

2

Advance service delivery through promotion & prevention

3

Provide more effective leadership & governance of MH services

4

Strengthen information systems, evidence & research

5

Provision of more integrated community-based services



# Prioritizing Mental Health

From Policy to  
Practice



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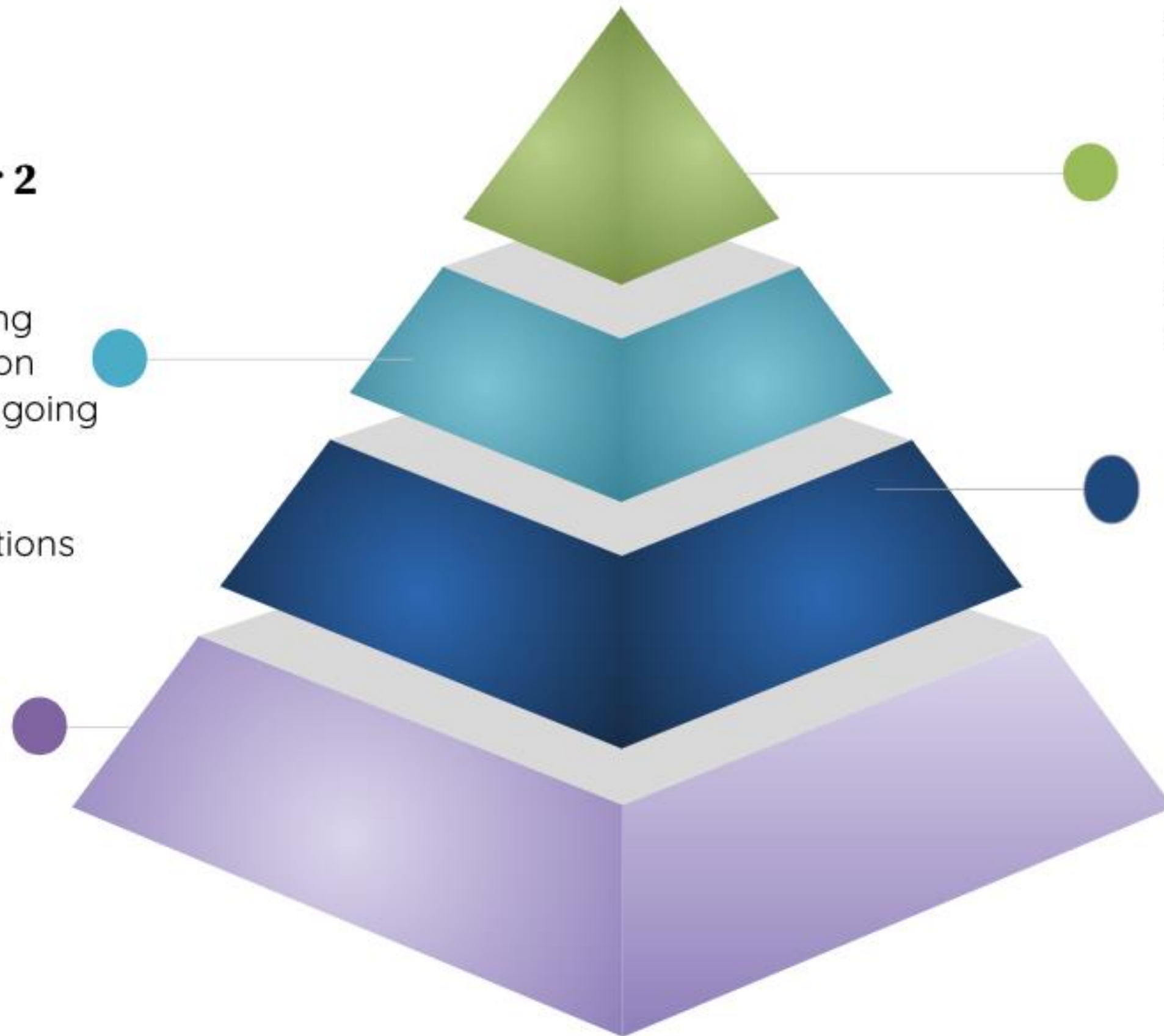
# Holistic Mental Health MTSS

## Targeted Support - Tier 2

- Group Therapy
- Individual Therapy
- Mental Health Screening
- Mental Health Education
- Referral services to ongoing therapeutic support
- Restorative Practices
- Targeted SEL Interventions

## Foundational

- Relationships
- Mission & vision
- Learner profile
- **Adult wellbeing**



## Specialized Services - Tier 3

- Intensive therapeutic service
- Crisis Management
- IEP Services
- Homeless Youth & Family Services
- Foster Youth Support
- Home-Bound Instruction
- Transition Support

## Universal - Tier 1

- PBIS Programs
- SEL Instruction
- Peer to Peer Programs
- Prevention Education
- Trainings - Staff, student & community trainings
- Awareness
- Screeners & Surveys

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# Our Mission

We are tireless allies on a mission to make access to mental health care easier than ever before.

We exist to help you connect students, school staff, and family members to the support they need.





# Our Purpose

<https://www.caresolace.org/our-impact/success-stories/case-study-wcsd>



# Our Story

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# Our impact



1,000+

School Districts & Clients



36

States



19.5M

Individuals with  
Access



425K+

Verified Providers



17M

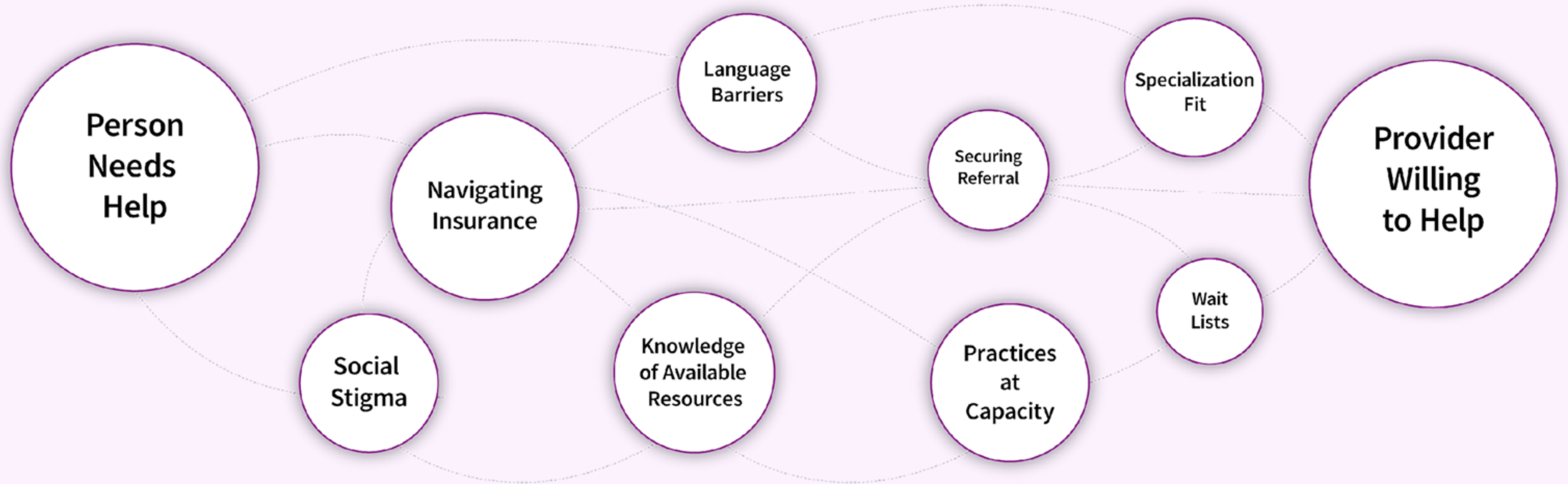
Support Interactions



47%

Intensive Pathways

# Barriers to Mental Health Care





# 1 in 5

children have a  
diagnosed behavioral  
health issue



# 3-5 Days

the average days people  
connect to resources  
with Care Solace



# 80%+

of children who need  
help don't receive the  
care they need.

# 60+

communications to find  
help matched to specific  
needs.

# Schools are understaffed and overwhelmed

Staff are at capacity and don't have time for extensive care coordination. We take on this heavy lift for them.





# Our Goal

We work alongside you to connect students, families and staff with available mental health care services as quickly as possible – no matter the circumstances.



# Our Core Services

Provide timely access to community-based care with added layers of support.



## Warm Handoff®

Referral Submission and  
Real-Time Tracking



## Care Companions™

24/7/365 Multilingual  
Navigation Support



## Care Match™

Anonymous Self-Service  
Search Tool



# Our Care Companions are with you every step of the way.

## 1: Complete Screening

Our empathetic screening is designed to build trust and better understand the individual's need.

## 3: Book Appointment

The best provider options are presented to the individual for selection and we assist them in booking the first available appointment.

## 2: Get Matched

Individuals gain access to more than 300K specialized providers across the country to find care matched to their specific needs.

## 4: Check-In

We follow-up after the appointment to ensure we delivered on all of the individual's requests and they are satisfied with their provider.

Who takes my insurance?

What if I don't have insurance?

Who is in my area?

Who treats children?

Who speaks Spanish?

Who is accepting new patients?

Who offers teletherapy?

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# School Mental Health Trends

## Mental Health MTSS



Offering telehealth & other short-term care

Adding MOU Partners or hiring mental health staff

Referrals to community-based services

Screening/assessing for mental health needs

Providing prevention programs & training

24/7/365 multilingual care coordination to community providers

Supporting adult wellbeing including family & staff members

Data, analytics, and reporting of mental health needs, referrals, and services

Social services care coordination for determinant of health

Care Management & coordination of school-based services

Family & community workshops & support groups

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# Reflection





# Questions, Let's Connect



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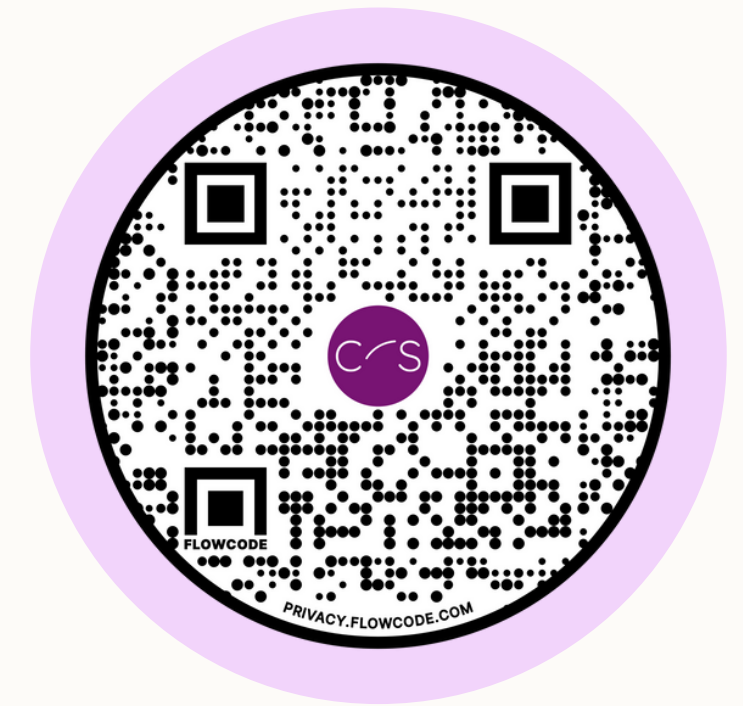


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Scan  
to connect with the  
presenters or slides

The logo features the text "care solace" in a white, lowercase, sans-serif font. A thick, light purple wave graphic arches over the text, starting from the left edge, passing behind the word "care", and ending on the right edge. A small registered trademark symbol (®) is located at the end of the word "solace".

care solace<sup>®</sup>

Calming the chaos of mental health care