

Connecting the World to Life-Saving Mental Health Treatment



Our Position

Charlie Health fills a key gap in the behavioral health continuum of care with trauma-informed, person-centered treatment.

Entirely virtual

Personalized treatment

Curated matching

Increased attendance

Increased engagement

Industry-leading outcomes

Higher Acuity Care

Psychiatric Hospitals

Emergency Room Visits

Residential Treatment

↑ ↑ ↑
Step up



Step down
↓ ↓ ↓

Outpatient Centers

Lower Acuity Care

Our care

Our 360° Treatment Ecosystem

Programming



Facilitated Groups

Clients matched based on conditions & lived experiences

9 hours/week • 3 hours/day, 3 days/week



Individual Therapy

Primary therapists assigned based on clinical needs

1 hour/week



Family Therapy

Weekly sessions for holistic healing & behavior changes

1-2 hours/week



Psychiatry & Medication

Primary providers assigned based on clinical needs

As-needed

Wrap-Around Care



24/7 Crisis Line

On-call 24/7 to respond to crises in between & during sessions



Care Coaches

Designated resource for encouragement and mentorship



Family Support Groups

Free support groups for loved ones of clients in treatment



Charlie Cares

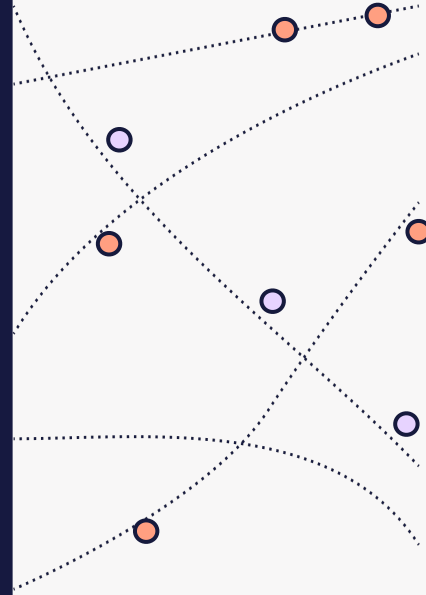
Dedicated end-to-end support & collaboration with outside providers, as needed



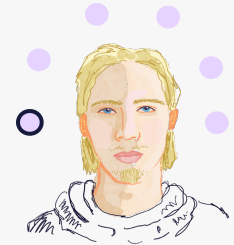
Multivariate Treatment Mapping

Primary variables:

- Condition (e.g., major depression, PTSD, panic disorder, chronic suicidal ideation, etc.)
- Age (adolescents; young adults)
- Modality (e.g., CBT, DBT skills, TF-CBT, etc.)
- Lived experiences (e.g., LGBTQIA+, neurodivergent, military, etc.)



12-14-year-old females
Chronic suicidal ideation



19-23-year old males
Major depressive disorder

Multivariate Treatment Mapping

Inputs

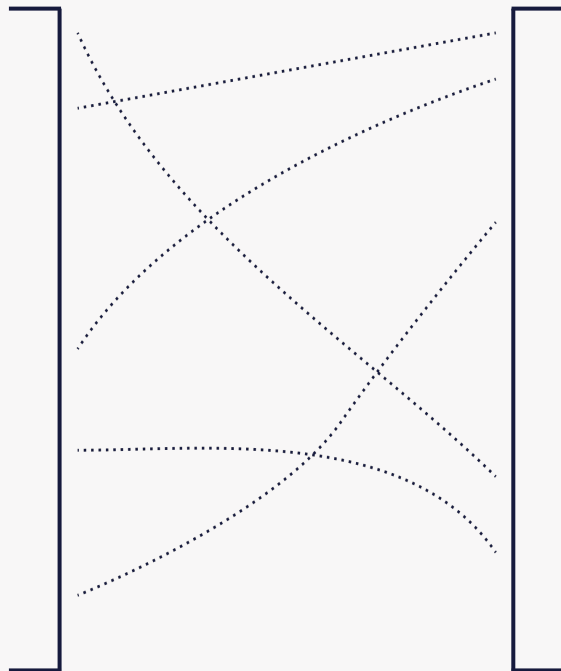
Condition

Age

Modality

Additional Considerations:

- BIPOC
- Neurodivergent
- LGBTQIA+
- Military
- & other lived experiences



Outputs → Sample Curated Groups

14-15-year-old bullying victims → CBT, mindfulness

20-22-year-old female trauma survivors → TF-CBT, narrative therapy

16-17-year-old LGBTQIA+ with gender dysphoria → DBT skills, movement

11-13-year-old kids of military families → CBT, family support groups

25-26-year-old BIPOC with chronic suicidal ideation → TF-CBT, experiential therapy

30-31-year-old sober-curious substance users → SUD programming with harm-reduction principle

Patient-Centered Care

Clinical Team

Matched based on primary condition, age, and best modality

- Psychiatrist or psych NP
- Primary therapist (LCSW, LPC, LMFT)
- Experiential therapists (e.g., art, music, dance, movement)
- Specialized group therapists

Services Team

Available whenever, wherever

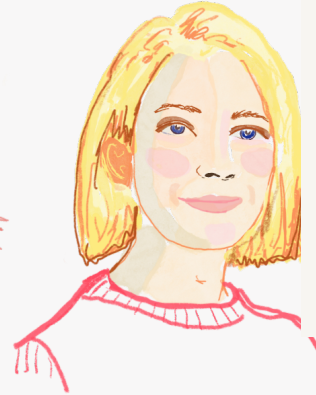
- Care Experience Specialist (case manager/concierge)
- Care Coach (peer advisor)
- Alumni Coordinator
- 24/7 Crisis Care

Evidence-based practices

- Dialectical behavior therapy (DBT) skills
- Cognitive behavioral therapy (CBT)
- Mentalization-based therapy (MBT)
- Motivational interviewing (MI)
- Mindfulness
- Experiential therapies
- Attachment-based family therapy (ABFT)
- Trauma-focused cognitive behavioral therapy (TF-CBT)

The results

A Uniquely Acute Population



57%

of patients have admitted to inpatient or residential treatment in their lifetime



49%

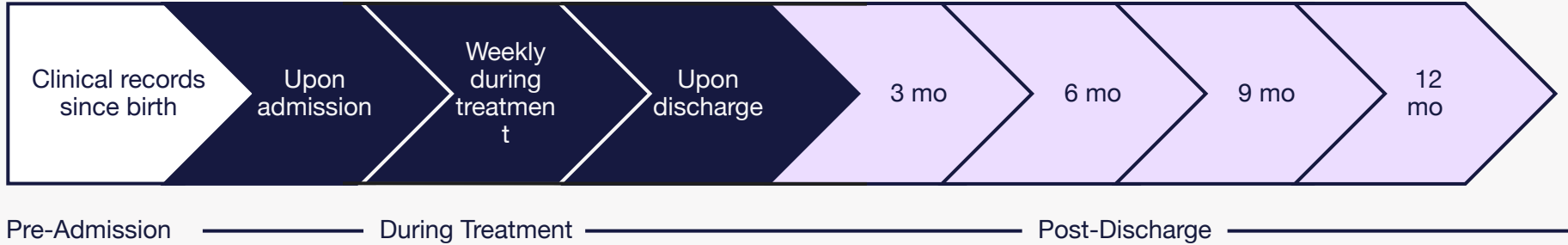
of patients have attempted suicide at least once in their lifetime



43%

of patients engaged in self-harm in the 30 days leading up to Charlie Health

Clinical Outcomes Driven by Data



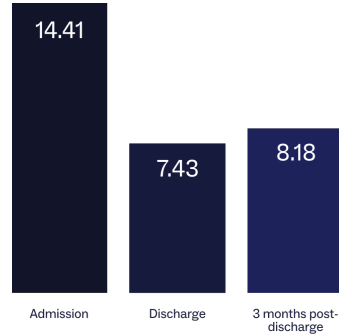
Outcomes Focus	What's Measured
Quantitative	PHQ-9, GAD-7, ASQ, WHO-5, frequency of self-injury & substance use
Qualitative	Journal entries, clinician notes
Patient Experience	Satisfaction scores
Utilization	(Re)admission to HLOC, claims data



Clinical Outcomes Driven by Data

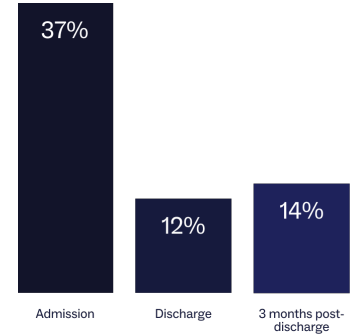
49% decrease in depressive symptoms

Clinically significant reduction (≥ 5) in average PHQ-9 score



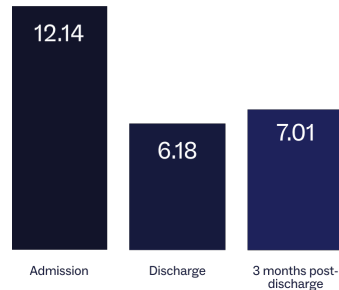
69% decrease in suicidal thoughts

Reduction in % endorsing suicidal thoughts in last week



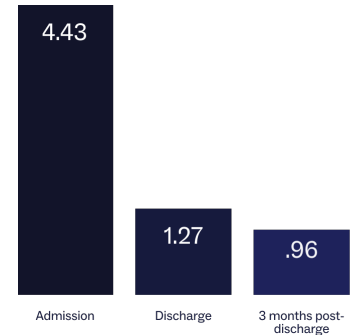
49% decrease in anxiety symptoms

Average GAD-7 score below the point of remission (≥ 7)



71% decrease in self-harm frequency

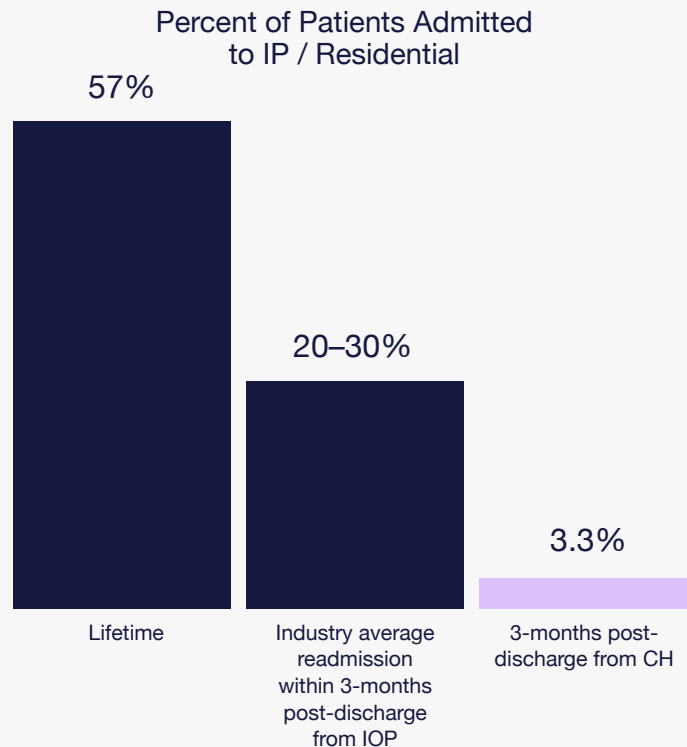
Reduction in average days of self-harm in 30 days prior



Completing treatment at Charlie Health reduces admission rates to a higher level of care by 80%

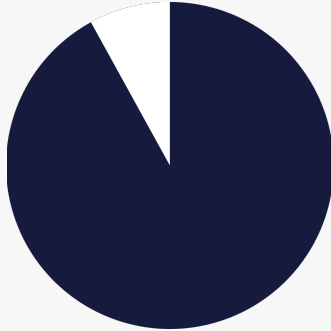
Only 3.3% of patients who completed treatment at CH admitted to IP/Res in the 3-months post-discharge from CH

- In comparison, industry data shows that between 20-30% of patients readmit to a higher level of care 3-months post-discharge from an IOP program
- This suggests Charlie Health's IOP program prevents 80% of readmissions post-discharge



Patient & Family Satisfaction Scores*

92%



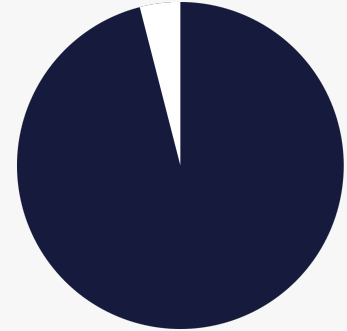
of parents & caregivers would recommend Charlie Health to a friend or family member

94%



of parents & caregivers were satisfied with their loved one's personalized primary therapist

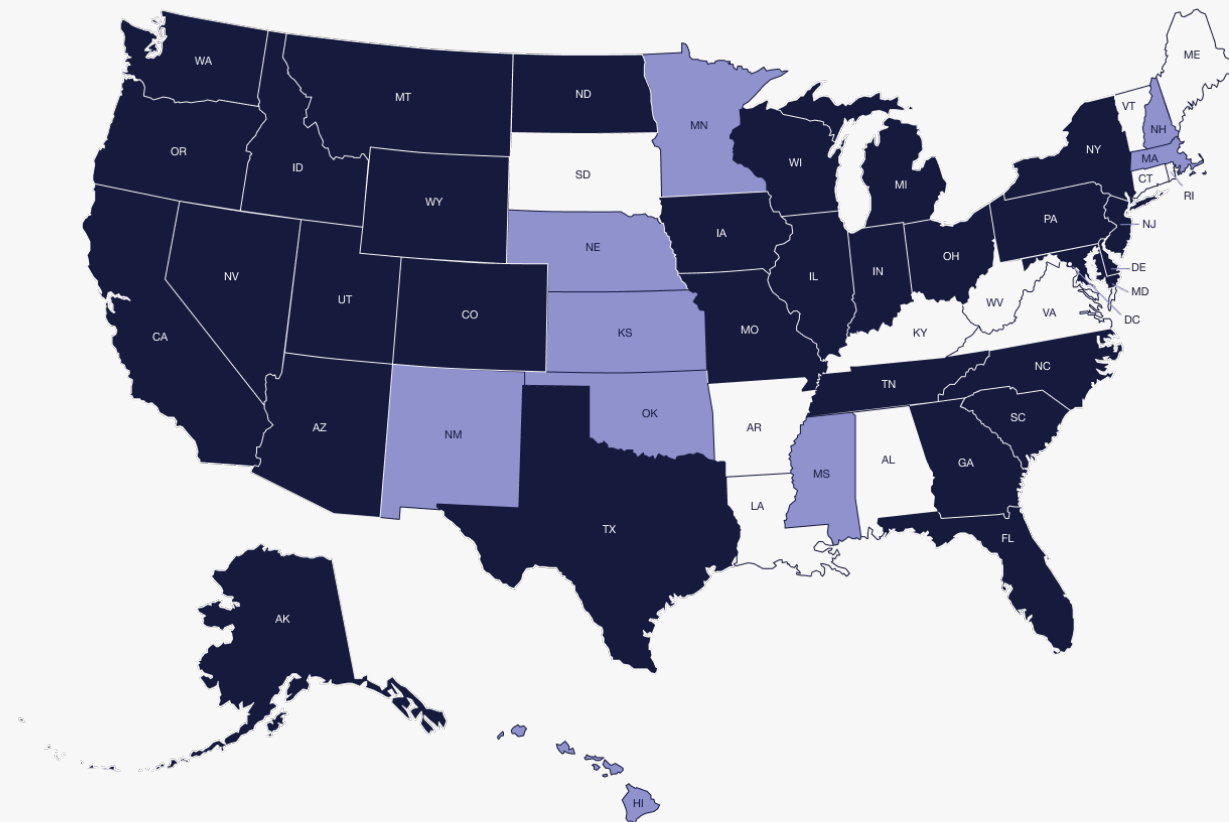
96%

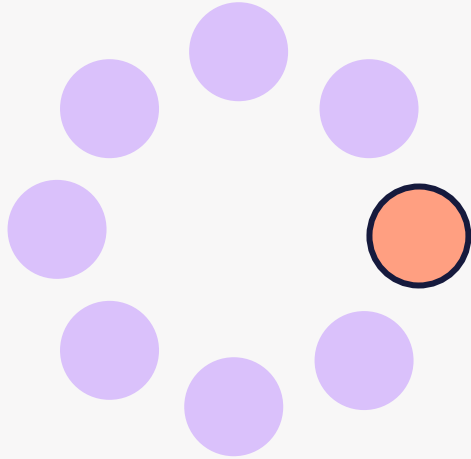


of clients were satisfied with their personalized primary therapist

Charlie Health Footprint

- Current
- H1 2024





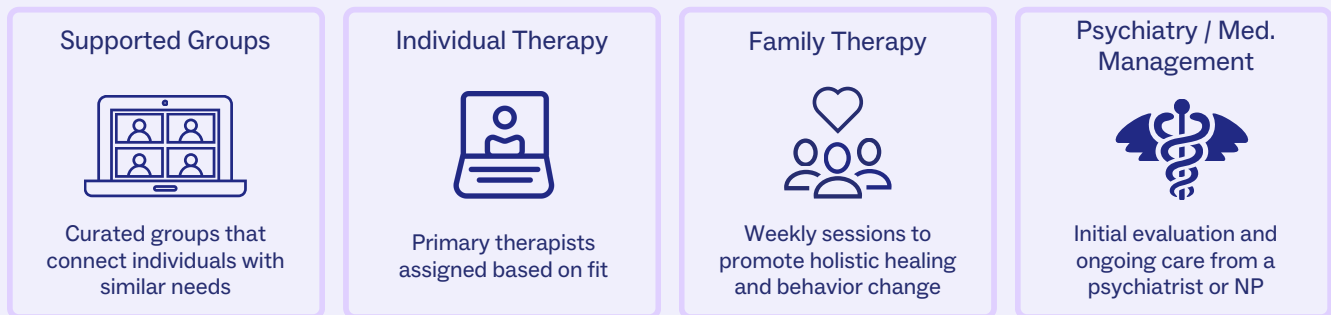
"I am still alive because
of Charlie Health."

— Sarah L., former Charlie Health client

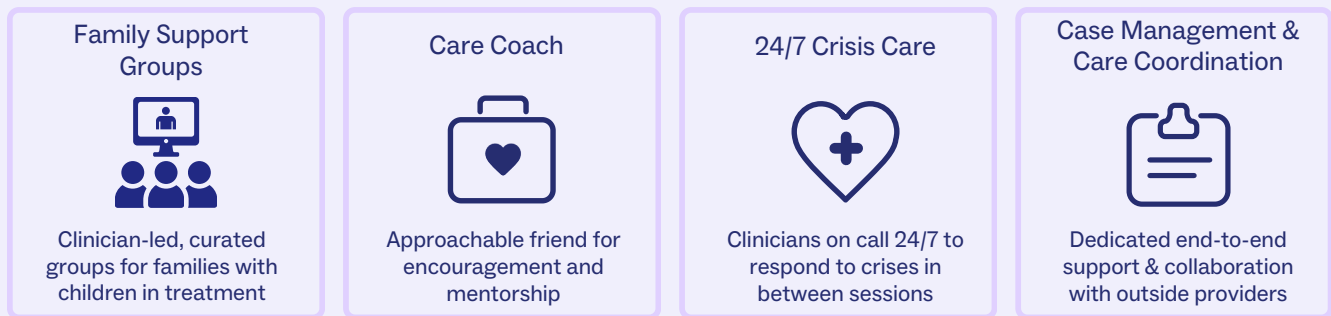
Charlie Health's Care Continuum

Charlie Health's IOP includes 9 hours of supported groups, 1 hour of individual therapy, and 1 hour of family therapy each week, among other services.

Core program



Wrap-around care



Connect

Connecting families to Charlie Health for care is simple.

Referring providers can reach out:

www.charliehealth.com/referrals

outreach@charliehealth.com

(866) 491- 5196



charlie
health

Community Asset Mapping Project Update

Upcoming Sessions:

Waldport - January 31, with Waldport Public Library

Scio - February/TBD, with Scio Co-Op Preschool

Monroe - March/TBD, with Monroe Relief Nursery

Brownsville

Siletz

Depoe Bay

Sweet Home

Halsey

Toledo

Newport

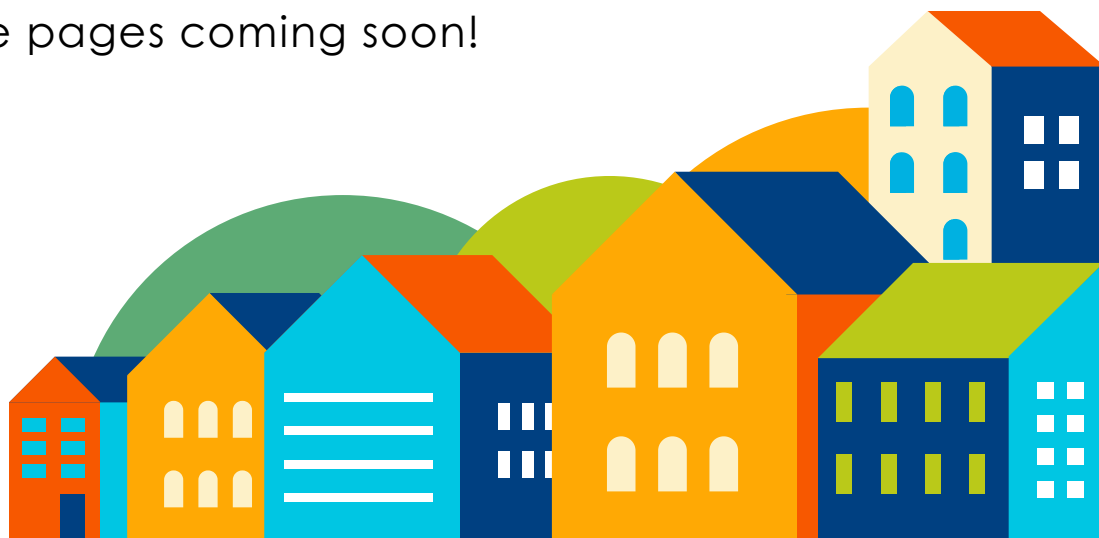
Other information:

OHA's State Health Improvement Plan (SHIP) Grant

- Up to \$15,000 to 10 organizations statewide
- Application submitted, response expected by 1/31
- Purpose: Conduct two rounds of community surveys
 - Ask communities about health-related issues
 - Then collect feedback about how to prioritize those issues and strategies

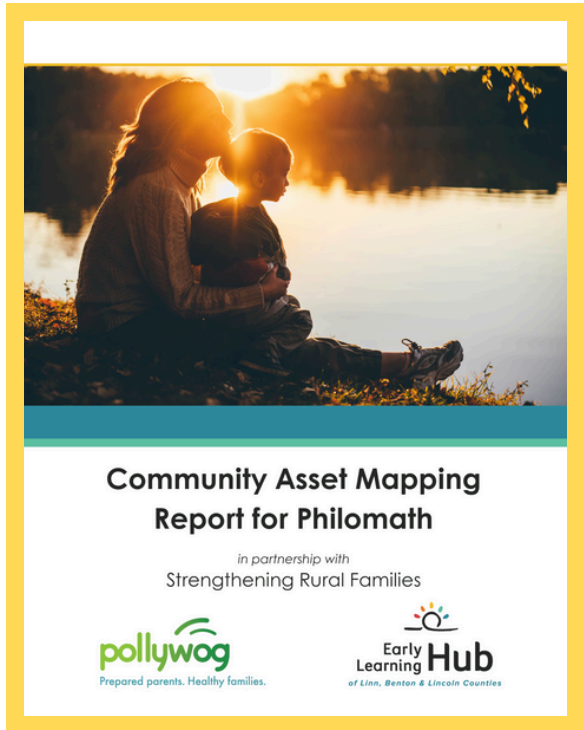
Quarterly Activity and Financial Reports due 1/31

Project website pages coming soon!





Community Asset Mapping Report for Philomath

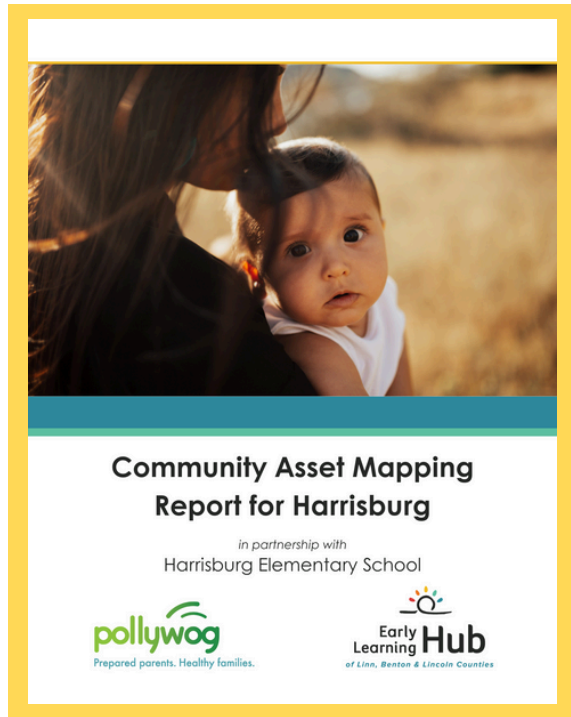


English:
https://issuu.com/pollywogprogram/docs/philomath_asset_mapping_report_-_english_10.3.24

Spanish:
https://issuu.com/pollywogprogram/docs/philomath_asset_mapping_report_-_spanish_10.3.24



Community Asset Mapping Report for Harrisburg



English:
https://issuu.com/pollywogprogram/docs/harrisburg_asset_mapping_report_-_english



Spanish:
https://issuu.com/pollywogprogram/docs/harrisburg_asset_mapping_report_-_spanish

Pollywog Parent Newsletter January 2025



Local Home Visiting
Programs



pollywogfamily.org/pollywog-newsletter

Our January parent newsletter is all about local home visiting programs!

This issue includes:

Common questions and answers about home visiting like:

- Why sign up for home visiting?
- What happens at a home visit?

An overview and contact information for the home visiting programs in our communities.

- Babies First
- CaCoon
- Family Connects
- Nurse Family Partnership
- Healthy Families
- Relief Nursery
- Parents as Teachers
- Family Support and Connections
- Head Start/Early Head Start
- Siletz Tribal Home Visiting



Upcoming Newsletter Topics

**Taking Your
Child to the
Doctor
Feb 2025**



**Family
Financial
Literacy**

**Midwifery
Care**

**How Health
Insurance
Works**

**Potty
Training**

Resources for Families

You can count on Pollywog for resources and connections. Here you can learn how children grow and develop, where to find child care, and make sure your family is healthy and strong.



211info



BIPOC Families



Child Care



Child & Family Safety



Children with Disabilities



Children's Health



Dolly Parton's Imagination Library



Dental Care



Early Childhood Development



Financial Education for Families



Food & Nutrition for Families



Kindergarten Readiness



Mental Health



Parenting Apps & Newsletters



Parenting Success Network



Pollywog Parent Newsletter



Pregnancy, Birth and Breastfeeding



Support for Parents & Caregivers

Pollywog Website Update Resources for Families

Changes include:

- Renamed & alphabetized resource categories
- Easier navigation and grouping within resource categories
- New Resources added
- New Resources added

pollywogfamily.org/resources