

# Connecting the World to Life-Saving Mental Health Treatment



# Charlie Health fills a key gap in the behavioral health continuum of care



# Our care

# Charlie Health's fully virtual IOP offers 11 hours of therapy per week + optional psychiatric medication management, all from the comfort of home!

- Ages 11 - 45
- Services available in English & Spanish
- 3 weeks - 3 months depending on clinical need
- **One** hour of individual therapy, **one** hour of family therapy, & **nine** hours of curated group therapy.
- Specialized therapists, curriculum, & groups for six population groups:
  - LGBTQIA+
  - Black, Indigenous, People of Color
  - Military
  - Neurodivergent
  - Survivors of Sexual Trauma
  - Maternal Mental Health

# Client Journey at Charlie Health

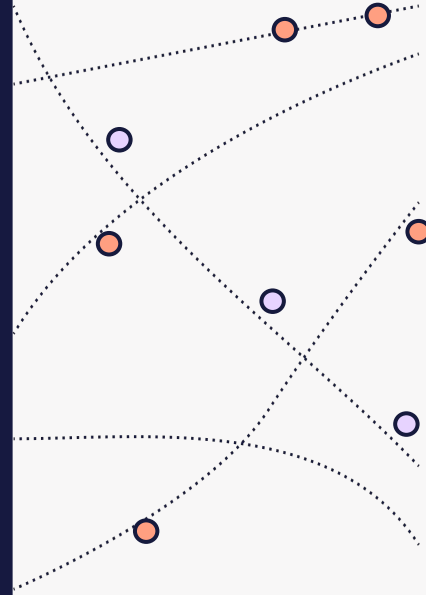
- **Immediate Availability**
  - We have no waitlist, ever. First group session within 1-3 days of a referral.
- **Flexible Schedule**
  - Group sessions held between 12pm - 10pm, Monday - Saturday.
  - Individual, Family, & Psych sessions held seven days a week.
- **Accessible**
  - No transportation needed.
  - If laptop or wifi is needed, we will provide it for the duration of the program.
- **Affordable**
  - In-network w/ most major commercial insurance plans - Kaiser, Cigna, United, Aetna, etc.
  - In-network w/ military insurance plans - Tricare, VA Community Network, etc.
  - In-network w/ MD Medicaid - but currently on pause until 2023's waiver 1115 is approved, terminating the Four Walls Amendment



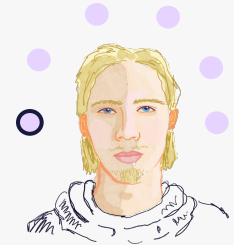
## Multivariate Treatment Mapping

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.)



Nya's Personalized Treatment Experience



Sammy's Personalized Treatment Experience

Alumni Experience is a free non-clinical service available for adolescent and young adult clients who are routinely discharging from IOP.

Clients can join our Alumni Program prior to discharge. At point of discharge or anytime after, Alumni Program enrollees can participate in various age-appropriate group programs hosted by Charlie Health, as well as join the Alumni Discord server for continued community building online.

Charlie Health currently runs 73 Alumni Experience support groups on a weekly basis.



## Charlie Health Family Support Groups

Family involvement in their loved one's treatment is the leading indicator of positive clinical outcomes

**20+** free family support groups

Designed for the parents, guardians, siblings, spouses, friends, and loved ones of clients in our care, including Spanish-speaking groups

Offered Monday-Saturday

Examples include:

Neurodiversity  
101 for  
Families

Understanding  
Loss (Grief  
Support  
Group)

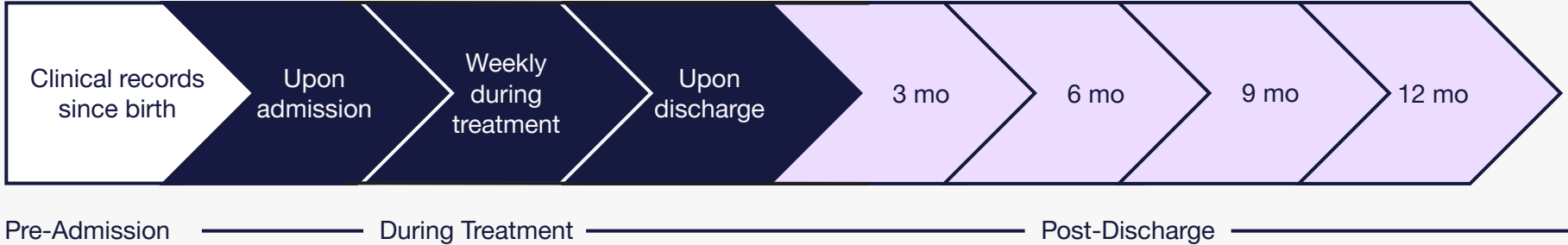
Sibling  
Support Group

Self-Care  
Saturdays for  
Parents



# The results

# Clinical Outcomes Driven by Data



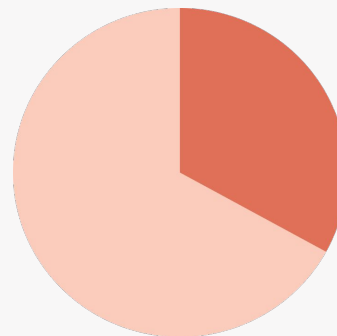
Outcomes Focus

What's Measured

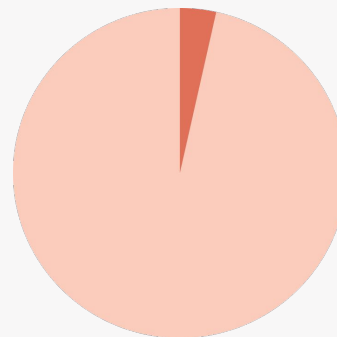


Quantitative	PHQ-9, GAD-7, ASQ, WHO-5, frequency of self-injury & substance use
Qualitative	Journal entries, clinician notes
Patient Experience	Satisfaction scores
Utilization	(Re)admission to HLOC, claims data

# Completing treatment at Charlie Health prevents **96.5%** of clients from readmitting to higher levels of care post-discharge



≥32% of Charlie Health clients have admitted to residential or inpatient treatment in the 30 days prior to intake at CH

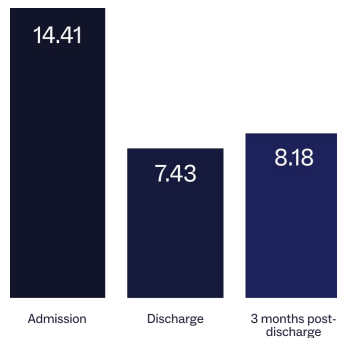


Only 3.5% of those clients readmit to a higher level of care six months post-discharge

## Clinical Outcomes Driven by Data

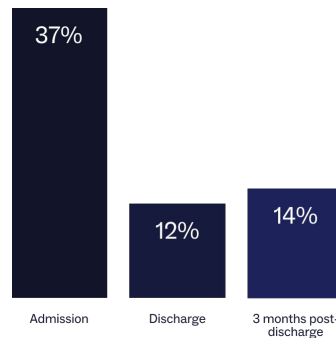
49% decrease  
in depressive  
symptoms

Clinically significant  
reduction ( $\geq 5$ ) in average  
PHQ-9 score



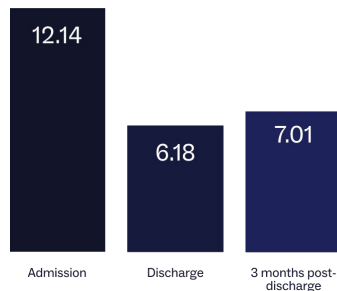
69% decrease  
in suicidal  
thoughts

Reduction in %  
endorsing suicidal  
thoughts in last week



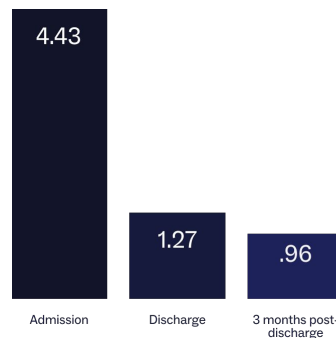
49% decrease  
in anxiety  
symptoms

Average GAD-7 score  
below the point of  
remission ( $\geq 7$ )



71% decrease  
in self-harm  
frequency

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



How to Refer

# Online Referral Form

[charliehealth.com/referrals](https://charliehealth.com/referrals)

# Call Admissions

(866) 491-5196

# Questions?

[shannon.lord@charliehealth.com](mailto:shannon.lord@charliehealth.com)

410-940-8441



# Thank you