



Community Supports

**SERVICES TO HELP YOU LEAD A
BETTER QUALITY OF LIFE**





Community Supports is a California Advancing and Innovating Medi-Cal (CalAIM) program put in place by the Department of Health Care Services (DHCS). It is one of many programs to help improve the health of Medi-Cal members across the state.

To learn more or to sign-up for a Community Supports services:



- 1 Call CalViva Health at 888-893-1569 (TTY:711) toll free 24 hours a day, 7 days a week.**
- 2 Call the State's Medi-Cal Health Care Options at 800-430-4263 (TTY 800-430-7077).**
- 3 You may also ask your doctor or clinic about the services.**

Introduction





Your health is important to us at CalViva Health. We can help you get care where and when you need it most. Let us help you find services that can help you live a healthy life.

Community Supports are new services provided by local organizations to help every person reach their full health potential. CalViva Health members have access to these optional Community Supports services. If you qualify, there are 14 types of services that can help you with your health and well-being. See what you may need and qualify for.

Services to Address Homelessness and Housing

Community Supports service	What you can get
<p data-bbox="120 380 391 449">Housing Transition Navigation Services</p> 	<p data-bbox="612 380 1365 411">Help with getting housing. This may include help with:</p> <ul data-bbox="612 438 1149 573" style="list-style-type: none">• Looking for a place to live or housing.• How to apply for housing.• Making a housing support plan. <p data-bbox="612 594 1248 625">YOU MAY BE ABLE TO GET SERVICES IF YOU:</p> <ul data-bbox="612 638 1382 810" style="list-style-type: none">• Are listed for housing help through the local homeless Coordinated Entry System, or similar system.• Are experiencing homelessness.• Are at-risk of becoming homeless.
<p data-bbox="120 848 415 917">Housing Tenancy and Sustaining Services</p> 	<p data-bbox="612 848 1495 957">Help with keeping your housing once you've moved in. This may include support with budgeting, timely rent payments, and understanding lease agreement rights and responsibilities.</p> <p data-bbox="612 978 1248 1010">YOU MAY BE ABLE TO GET SERVICES IF YOU:</p> <ul data-bbox="612 1022 1382 1245" style="list-style-type: none">• Receive Housing Transition/Navigation services.• Are listed for housing help through the local homeless Coordinated Entry System, or a system like it.• Are experiencing homelessness.• Are at-risk of being homeless.
<p data-bbox="120 1283 363 1314">Housing Deposits</p> 	<p data-bbox="612 1283 1175 1314">Help with getting housing. This includes:</p> <ul data-bbox="612 1341 1373 1476" style="list-style-type: none">• Security deposits to get a lease.• First month's coverage of utilities.• First and last month's rent if required before move-in. <p data-bbox="612 1497 1248 1528">YOU MAY BE ABLE TO GET SERVICES IF YOU:</p> <ul data-bbox="612 1541 1382 1705" style="list-style-type: none">• Receive Housing Transition/Navigation services.• Are listed for housing help through the local homeless Coordinated Entry System, or a system like it.• Are experiencing homelessness.

Recuperative Services

Community Supports service	What you can get
<p data-bbox="120 390 375 464">Recuperative Care (Medical Respite)</p> 	<p data-bbox="612 390 1487 464">Short-term housing care for those who no longer need to be in a hospital but still need to heal from injury or illness.</p> <p data-bbox="612 485 1247 516">YOU MAY BE ABLE TO GET SERVICES IF YOU:</p> <ul data-bbox="612 527 1463 737" style="list-style-type: none"><li data-bbox="612 527 1463 600">• Are at-risk of needing to be in the hospital, or are just out of the hospital.<li data-bbox="612 611 1105 642">• Live alone with no formal support.<li data-bbox="612 653 1463 737">• Face the prospect of having no housing. Or, you have housing that could harm your health without upgrades.
<p data-bbox="120 779 347 810">Respite Services</p> 	<p data-bbox="612 779 1487 852">Short-term relief given to caregivers of those who need care or support on a short-term basis.</p> <p data-bbox="612 873 1247 905">YOU MAY BE ABLE TO GET SERVICES IF YOU:</p> <ul data-bbox="612 915 1463 1083" style="list-style-type: none"><li data-bbox="612 915 1235 947">• Live in a place that limits your daily activity.<li data-bbox="612 957 1406 989">• Are needing a caregiver to provide most of your support.<li data-bbox="612 999 1463 1083">• Need caregiver relief to avoid being placed in a nursing home or someplace like it.
<p data-bbox="120 1125 570 1199">Short-Term Post-Hospitalization Housing</p> 	<p data-bbox="612 1125 1463 1199">A place where you can keep getting care for mental, or substance use disorder needs as soon as you leave a hospital.</p> <p data-bbox="612 1220 1247 1251">YOU MAY BE ABLE TO GET SERVICES IF YOU:</p> <ul data-bbox="612 1262 1130 1388" style="list-style-type: none"><li data-bbox="612 1262 967 1293">• Are leaving healing care.<li data-bbox="612 1304 1081 1335">• Are leaving an inpatient hospital.<li data-bbox="612 1346 1130 1388">• Meet the HUD meaning of homeless.
<p data-bbox="120 1430 358 1461">Sobering Centers</p> 	<p data-bbox="612 1430 1487 1545">A place where you can get help with alcohol or problems with drinking rather than being taken to an emergency department or jail instead.</p> <p data-bbox="612 1566 1308 1598">YOU MAY BE ABLE TO GET SERVICES IF YOU ARE:</p> <ul data-bbox="612 1608 1422 1776" style="list-style-type: none"><li data-bbox="612 1608 1081 1640">• Aged 18 and older and are drunk.<li data-bbox="612 1650 1235 1682">• Taken to an emergency department or a jail.<li data-bbox="612 1692 1422 1776">• Sent to an emergency department and are a good fit for a Sobering Center.

Services for Long-Term Well-Being in Home-Like Settings

Community Supports service	What you can get
<p>Asthma Remediation</p> 	<p>Changes to a home to get rid of harmful asthma triggers.</p> <p>YOU MAY BE ABLE TO GET SERVICES IF YOU:</p> <ul style="list-style-type: none">• Have had poorly controlled asthma in the past 12 months as defined by:<ul style="list-style-type: none">– An emergency department visit.– Being admitted into a hospital.– Two sick or urgent care visits.• Have a score of 19 or lower on the asthma control test.
<p>Day Habilitation Programs</p> 	<p>Programs given to help you learn the skills needed to live in home-like settings. They can include training on use of public transportation or how to prepare meals.</p> <p>YOU MAY BE ABLE TO GET SERVICES IF YOU:</p> <ul style="list-style-type: none">• Are experiencing homelessness.• Are no longer homeless and have entered housing in the last 24 months.• Are at-risk of being homeless. Or, home-like setting could be improved.
<p>Environmental Accessibility Adaptation (Home Modifications)</p> 	<p>Changes to a home for your health and safety. Also, changes that allow you to function freely in the home. These may include ramps and grab bars.</p> <p>YOU MAY BE ABLE TO GET SERVICES IF YOU:</p> <ul style="list-style-type: none">• Are at-risk for being placed into a nursing home.
<p>Meals/Medically Tailored Meals/ Medically Supportive Foods</p> 	<p>Meals that are delivered to your home that are prepared and cooked based on your health and diet needs. This includes meals needed after you are released from the hospital.</p> <p>YOU MAY BE ABLE TO GET SERVICES IF YOU:</p> <ul style="list-style-type: none">• Have chronic conditions.• Are released from the hospital or skilled nursing home.• Are high risk of being admitted to a hospital or nursing home placement.• Have major care management needs.• Are assessed by a registered Dietitian or licensed Nutrition Professional.

Services for Long-Term Well-Being in Home-Like Settings (cont.)

Community Supports service

Nursing Facility Transition/ Diversion to Assisted Living Facilities



What you can get

Services given to help you move out of a nursing home to community settings, like an assisted living facility. This can also be services to keep you from being placed in a nursing home.

YOU MAY BE ABLE TO GET SERVICES IF YOU:

- Nursing Home Transition
 - Have lived 60+ days in a nursing home.
 - Are willing to live in an assisted living facility (a place to help you with your daily medical needs) as an option to a nursing home.
 - Can live safely in an assisted living facility with support.
- Nursing Home Diversion
 - Want to stay in the community.
 - Are willing and able to live safely in an assisted living facility with support.
 - Are now getting nursing home services or meet the lowest standard to get nursing home services.

Community Transition Services/ Nursing Facility Transition to a Home



Services given to help you if you're moving from a nursing home to a home setting where you have to pay for living costs.

YOU MAY BE ABLE TO GET SERVICES IF YOU:

- Are now getting a medically needed nursing home level of care.
- Have lived 60+ days in a nursing home and/or Medical Respite setting.
- Want to move back to the community.
- Can live safely in the community with support services.

Personal Care and Homemaker Services



Services provided to help you with your daily living needs, such as:

- Bathing
- Dressing
- Housecleaning
- Grocery shopping

YOU MAY BE ABLE TO GET SERVICES IF YOU ARE:

- At-risk for being admitted to a hospital or placed in a nursing home.
- A person that needs day-to-day help and have no other support system.
- Approved for In-Home Supportive Services.

Notice of non-discrimination

Discrimination is against the law. CalViva Health follows State and Federal civil rights laws. CalViva Health does not unlawfully discriminate, exclude people or treat them differently because of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity or sexual orientation.

CalViva Health provides:

- Free aids and services to people with disabilities to help them communicate better, such as qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats and other formats).
- Free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages.

If you need these services, contact the CalViva Health 24 hours a day, 7 days a week by calling 1-888-893-1569. Or, if you cannot hear or speak well, please call (TTY/TDD 711) to use the California Relay Service. Upon request, this document can be made available to you in braille or accessible PDF, large print, audiocassette, or electronic form. To obtain a copy in one of these alternative formats, please call or write to: CalViva Health, 7625 N. Palm Ave., Suite #109, Fresno, CA 93711, 1-888-893-1569, California Relay 711.

HOW TO FILE A GRIEVANCE

If you believe that CalViva Health has failed to provide these services or unlawfully discriminated in another way on the basis of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity or sexual orientation, you can file a grievance with CalViva Health Member Services. You can file a grievance in writing, in person, or electronically:

- By phone: Contact us 24 hours a day, 7 days a week by calling 1-888-893-1569. Or, if you cannot hear or speak well, please call (TTY/TDD 711) to use the California Relay Service
- In writing: Fill out a complaint form or write a letter and send it to: CalViva Health Member Appeals and Grievances Department, P.O. Box 10348, Van Nuys, CA 91410-0348. 1-888-893-1569 (TTY/TDD 711)
Fax: 1-877-831-6019
- In person: Visit your doctor's office or CalViva Health and say you want to file a grievance.
- Electronically: Visit CalViva Health's website at www.CalVivaHealth.org.

OFFICE OF CIVIL RIGHTS – CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES

You can also file a civil rights complaint with the California Department of Health Care Services, Office of Civil Rights by phone, in writing, or electronically:

- By phone: Call **916-440-7370**. If you cannot speak or hear well, please call **711 (Telecommunications Relay Services)**.
- In writing: Fill out a complaint form or write a letter and send it to Deputy Director, Office of Civil Rights, Department of Health Care Services, Office of Civil Rights, P.O. Box 997413, MS 0009, Sacramento, CA 95899-7413.
Complaint forms are available at http://www.dhcs.ca.gov/Pages/Language_Access.aspx
- Electronically: Send an email to CivilRights@dhcs.ca.gov

OFFICE OF CIVIL RIGHTS – U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES

If you believe you have been discriminated against because of race, color, national origin, age, disability or sex, you can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by phone, in writing or electronically:

- By phone: Call **1-800-368-1019**. If you cannot speak or hear well, please call **TTY/TDD: 1-800-537-7697** or **711** to use the California Relay Service.
- In writing: Fill out a complaint form or send a letter to: U.S. Department of Health and Human Services, 200 Independence Avenue SW, Room 509F, HHH Building, Washington, DC 20201
Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>
- Electronically: Visit the Office for Civil Rights Complaint Portal at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

서비스(예: 점자, 액세스 가능한 PDF 및 대형 활자 인쇄본)도 제공됩니다.
이 서비스는 무료로 이용하실 수 있습니다.

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