



Community Supports

SERVICES TO HELP YOU LEAD A BETTER QUALITY OF LIFE



calvivahealth.org



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 services provided by local organizations to help every person reach their full health potential. CalViva Health Medi-Cal members have access to these 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.



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 Community Supports services:

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





Services to Address Homelessness and Housing

Community Supports service	What you can get
Housing Transition Navigation Services 	Help with getting housing. This may include help with: <ul style="list-style-type: none">• Looking for a place to live or housing.• How to apply for housing.• Making a housing support plan. <i>You may be able to get services if you:</i> <ul style="list-style-type: none">• Lack stable housing and have health needs.• Are receiving Transitional Rent.• Are listed for housing help through the local homeless Coordinated Entry System, or similar system.
Housing Tenancy and Sustaining Services 	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. <i>You may be able to get services if you:</i> <ul style="list-style-type: none">• Lack stable housing and have health needs.• Are receiving Transitional Rent.• Are listed for housing help through the local homeless Coordinated Entry System, or a system like it.
Housing Deposits 	Help with getting housing. This includes: <ul style="list-style-type: none">• Security deposits to get a lease.• Deposit and first month's coverage of utilities.• Items like an air conditioner, heater, or other things that help with health needs. <i>You may be able to get services if you:</i> <ul style="list-style-type: none">• Lack stable housing and have health needs.• Are receiving Transitional Rent.• Are listed for housing help through the local homeless Coordinated Entry System, or a system like it.
Transitional Rent 	Help with temporary rental assistance. This includes: <ul style="list-style-type: none">• Help with rent/temporary housing. <i>You may be able to get services if you:</i> <ul style="list-style-type: none">• Have a serious health condition.• Lack stable housing.• Are exiting a facility (e.g. jail, hospital, foster care).

Recuperative Services

Community Supports service	
Recuperative Care (Medical Respite) 	What you can get Short-term housing care for those who need to heal from injury or illness. <i>You may be able to get services if you:</i> <ul style="list-style-type: none">• Are recovering from an injury or illness and are experiencing homelessness.
Respite Services 	Short-term relief given to caregivers of those who need care or support on a short-term basis. <i>You may be able to get services if you:</i> <ul style="list-style-type: none">• Live in a place that limits your daily activity.• Are needing a caregiver to provide most of your support.• Need caregiver relief to avoid being placed in a nursing home or someplace like it.
Short-Term Post-Hospitalization Housing 	A place where you can keep getting care for medical mental health, or substance use disorder needs. <i>You may be able to get services if you:</i> <ul style="list-style-type: none">• Are leaving a medical center and still recovering.• Lack stable housing.• Have a serious health condition.
Sobering Centers 	A place where you can get help with alcohol or drugs rather than being taken to an emergency department or jail. <i>You may be able to get services if you are:</i> <ul style="list-style-type: none">• Aged 18 and older and are drunk.• Awake, calm, and not acting in a harmful way.

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

Community Supports service	What you can get
<p data-bbox="120 407 396 436">Asthma Remediation</p> 	<p data-bbox="612 407 1315 436">Changes to a home to get rid of harmful asthma triggers.</p> <p data-bbox="612 466 1122 499"><i>You may be able to get services if:</i></p> <ul data-bbox="612 512 1502 793" style="list-style-type: none">• You had a home check for asthma triggers in the past 12 months through the Asthma Preventive Services (APS) program.• The check showed what changes are needed to help with your asthma and explained how those changes would help you.• You still live in the same home where the check was done.• All of these are true, the check counts as proof that the asthma help is needed.
<p data-bbox="120 831 467 861">Day Habilitation Programs</p> 	<p data-bbox="612 831 1398 932">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 data-bbox="612 961 1185 995"><i>You may be able to get services if you:</i></p> <ul data-bbox="612 1008 1481 1171" style="list-style-type: none">• Are experiencing homelessness.• Are no longer experiencing homelessness and have entered housing in the last 24 months.• Are at-risk of being homeless.
<p data-bbox="120 1209 561 1276">Environmental Accessibility Adaptation (Home Modifications)</p> 	<p data-bbox="612 1209 1481 1310">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 data-bbox="612 1339 1185 1373"><i>You may be able to get services if you:</i></p> <ul data-bbox="612 1386 1229 1419" style="list-style-type: none">• Are at-risk for being placed into a nursing home.
<p data-bbox="120 1503 548 1570">Meals/Medically Tailored Meals/ Medically Supportive Foods</p> 	<p data-bbox="612 1503 1495 1604">Meals that are delivered to your home that are prepared and cooked based on your nutrition-sensitive health condition and diet needs.</p> <p data-bbox="612 1633 1185 1667"><i>You may be able to get services if you:</i></p> <ul data-bbox="612 1680 1485 1835" style="list-style-type: none">• Have nutrition-sensitive health conditions (e.g. cancer, diabetes, heart failure, and more).• Are assessed by a registered Dietitian or other appropriate clinical professional.

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

Community Supports service	What you can get
<p data-bbox="120 409 500 474">Assisted Living Facility (ALF) Transitions</p> 	<p data-bbox="612 409 1482 512">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.</p> <p data-bbox="612 541 1185 577"><i>You may be able to get services if you:</i></p> <ul data-bbox="612 588 1503 932" style="list-style-type: none">• 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.• 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.
<p data-bbox="120 968 397 1033">Personal Care and Homemaker Services</p> 	<p data-bbox="612 968 1487 1003">Services provided to help you with your daily living needs, such as:</p> <ul data-bbox="612 1014 1325 1094" style="list-style-type: none">• Bathing• Dressing• Housecleaning• Grocery shopping <p data-bbox="612 1119 1242 1155"><i>You may be able to get services if you are:</i></p> <ul data-bbox="612 1165 1497 1289" style="list-style-type: none">• 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.

CalViva Health complies with applicable State and Federal civil rights laws and does not discriminate, exclude people or treat them differently because of race, color, national origin, age, mental disability, physical disability, sex (including pregnancy, sex characteristics, sexual orientation, and gender identity), religion, ancestry, ethnic group identification, medical condition, genetic information, marital status, or gender.

CalViva Health:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages
 - If you need these services, contact the CalViva Health at 1-888-893-1569 (TTY: 711), 24 hours a day, 7 days a week, 365 days a year.

Upon request, this document can be made available to you in braille, 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 (TTY/TDD 711) to use the California Relay Service

If you believe that CalViva Health has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sex characteristics, sexual orientation, and gender identity), you can file a grievance with CalViva Health Member Services. You can file a grievance by phone, 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. 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.

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 1-916-440-7370. If you cannot speak or hear well, please call 711.
- 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

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

1-800-368-1019, 1-800-537-7697 (TDD)

Complaint forms are available at <https://www.hhs.gov/ocr/complaints/index.html>.

This notice is available at CalViva Health website:
<https://www.calvivahealth.org/nondiscrimination-notice/>

English: If you, or someone you are helping, need language services, call Toll-Free 1-888-893-1569 (TTY: 711). Aids and services for people with disabilities, like documents in braille, accessible PDF and large print, are also available. These services are at no cost to you.

Arabic: إذا كنت أنت أو أي شخص تقوم بمساعدته، بحاجة إلى المساعدة في الحصول على الخدمات اللغوية، فاتصل بالرقم المجاني (TTY: 711) 1-888-893-1569. المساعدات والخدمات للأشخاص ذوي الإعاقة، مثل المستندات بطريقة برايل، والملفات المنقولة (PDF) التي يمكن الوصول إليها، والطباعة الكبيرة، متوفرة أيضاً. تتوفر هذه الخدمات بدون تكلفة بالنسبة لك.

Armenian: Եթե դուք կամ որևէ մեկը, ում դուք օգնում եք, ունեն լեզվական օգնության կարիք, զանգահարեք անվճար 1-888-893-1569 (TTY` 711) հեռախոսահամարով: Հաշմանդամություն ունեցող մարդկանց համար հասանելի են օգնություն և ծառայություններ, ինչպես օրինակ՝ բրեյլով փաստաթղթեր, մատչելի PDF և մեծ տպագրությամբ փաստաթղթեր: Այս ծառայությունները ձեզ համար անվճար են:

Cambodian: ប្រសិនបើអ្នក ឬនរណាម្នាក់ដែលអ្នកកំពុងជួយ ត្រូវការសេវាផ្នែកភាសា សូមទូរសព្ទទៅលេខទូរសព្ទដោយគិតថ្លៃ 1-888-893-1569 (TTY: 711) ។ ជំនួយ និងសេវាកម្មផ្សេងៗសម្រាប់មនុស្សពិការ ដូចជា ឯកសារជាអក្សរសម្រាប់មនុស្សពិការ PDF ដែលអាចប្រើសម្រាប់មនុស្សពិការ និងឯកសារព្រឹត្តិអក្សរធំៗ ក៏ត្រូវបានផ្តល់ជូនផងដែរ។ សេវាកម្មទាំងនេះមិនមានគិតថ្លៃសម្រាប់អ្នកទេ។

Chinese: 如果您或者您正在帮助的人需要语言服务，请免费致电 1-888-893-1569 (TTY: 711)。还可提供面向残障人士的帮助和服务，例如盲文、无障碍 PDF 和大字版文档。这些服务免费为您提供。

Farsi: اگر شما یا هر فرد دیگری که به او کمک می‌کنید نیاز به خدمات زبانی دارد، با شماره رایگان (TTY: 711) 1-888-893-1569 تماس بگیرید. کمک‌ها و خدماتی مانند مدارک با خط بریل، چاپ درشت و PDF دسترس‌پذیر نیز برای معلولان قابل عرضه است. این خدمات هزینه‌ای برای شما نخواهد داشت.

Hindi: यदि आपको, या जिसकी आप मदद कर रहे हैं उसे, भाषा सेवाएँ चाहिए, तो इस टॉल फ्री नंबर पर कॉल करें 1-888-893-1569 (TTY: 711)। विकलांग लोगों के लिए सहायता और सेवाएं, जैसे ब्रेले लिपि में दस्तावेज़, सुलभ PDF और बड़े प्रिंट वाले दस्तावेज़, भी उपलब्ध हैं। ये सेवाएँ आपके लिए मुफ्त उपलब्ध हैं।

Hmong: Yog hais tias koj, los sis ib tus neeg twg uas koj tab tom pab nws, xav tau cov kev pab cuam txhais lus, hu rau Tus Xov Tooj Hu Dawb 1-888-893-1569 (TTY: 711). Tsis tas li ntawd, peb kuj tseem muaj cov khoom siv pab thiab cov kev pab cuam rau cov neeg xiam oob qhab tib si, xws li cov ntaub ntawv su uas cov neeg tsis pom kev siv tau, cov ntaub ntawv PDF uas tuaj yeem nkag cuag tau yooj yim thiab cov ntaub ntawv luam tawm uas pom tus niam ntawv loj. Cov kev pab cuam no yog muaj pab yam tsis xam nqi dab tsi rau koj them li.

Japanese: ご自身またはご自身がサポートしている方が言語サービスを必要とする場合は、トールフリーダイヤル1-888-893-1569 (TTY: 711) にお問い合わせください。点字、アクセシブルPDF、大活字など、障がいのある方のための補助・サービスもご用意しています。これらのサービスは無料で提供されています。

Korean: 귀하 또는 귀하가 도와주고 있는 분이 언어 서비스가 필요하시면 무료 전화 1-888-893-1569 (TTY: 711)번으로 연락해 주십시오. 장애가 있는 분들에게 보조 자료 및 서비스(예: 점자, 액세스 가능한 PDF 및 대형 활자 인쇄본)도 제공됩니다. 이 서비스는 무료로 이용하실 수 있습니다.

Laotian: ຖ້າທ່ານ, ຫຼື ບຸກຄົນໃດໜຶ່ງທີ່ທ່ານກຳລັງຊ່ວຍເຫຼືອ, ຕ້ອງການບໍລິການແປພາສາ, ໂທຫາເບີໂທຟຣີ 1-888-893-1569 (TTY: 711). ນອກນັ້ນ, ພວກເຮົາຍັງມີອຸປະກອນຊ່ວຍເຫຼືອ ແລະ ການບໍລິການສຳລັບຄົນພິການອີກດ້ວຍ, ເຊັ່ນ ເອກະສານແບບບຣາຍແລ (braille) ສຳລັບຄົນຕາບອດ, ເອກະສານ PDF ທີ່ສາມາດເຂົ້າເຖິງໄດ້ສະດວກ ແລະ ເອກະສານພິມຂະໜາດໃຫຍ່. ການບໍລິການເຫຼົ່ານີ້ແມ່ນມີໄວ້ຊ່ວຍເຫຼືອທ່ານດິດຍັບໄດ້ເສຍຄ່າໃດໆ.

Mien: Da'faanh Meih, Fai Heuc Meih Haih Tengx, Oix help Janx-kaeqv waac gong, Heuc Bieqcll-Free 1-888-893-1569 (TTY: 711). Jomc Caux gong Bun Yangh mienh Caux mv fungc, Oix dimc in braille, dongh eix PDF Caux Bunh Fiev, Haih yaac kungx nyei. Deix gong Haih buac Yietc liuz maiv jaax-zinh Bieqc Meih.

Punjabi: ਜੇ ਤੁਹਾਨੂੰ, ਜਾਂ ਜਿਸ ਦੀ ਤੁਸੀਂ ਮਦਦ ਕਰ ਰਹੇ ਹੋ, ਨੂੰ ਭਾਸ਼ਾ ਸੇਵਾਵਾਂ ਦੀ ਜ਼ਰੂਰਤ ਹੈ, ਤਾਂ 1-888-893-1569 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ। ਅਪਾਹਜ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਿਵੇਂ ਕਿ ਬ੍ਰੇਲ ਵਿੱਚ ਦਸਤਾਵੇਜ਼, ਪਹੁੰਚਯੋਗ PDF ਅਤੇ ਵੱਡੇ ਪ੍ਰਿੰਟ, ਵੀ ਉਪਲਬਧ ਹਨ। ਇਹ ਸੇਵਾਵਾਂ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਹਨ।

Russian: Если вам или человеку, которому вы помогаете, необходимы услуги перевода, звоните на бесплатную линию 1-888-893-1569 (TTY: 711). Кроме того, мы предоставляем материалы и услуги для людей с ограниченными возможностями, например документы в специальном формате PDF, напечатанные крупным шрифтом или шрифтом Брайля. Эти услуги предоставляются бесплатно.

Spanish: Si usted o la persona a quien ayuda necesita servicios de idiomas, comuníquese al número gratuito 1-888-893-1569 (TTY: 711). También hay herramientas y servicios disponibles para personas con discapacidad, como documentos en braille, en letra grande y en archivos PDF accesibles. Estos servicios no tienen ningún costo para usted.

Tagalog: Kung ikaw o ang taong tinutulongan mo ay kailangan ng tulong sa mga serbisyo sa wika, tumawag nang Walang Bayad sa 1-888-893-1569 (TTY: 711). Makakakuha rin ng mga tulong at serbisyo para sa mga taong may mga kapansanan, tulad ng mga dokumentong nasa braille, naa-access na PDF at malaking print. Wala kang babayaran para sa mga serbisyong ito.

Thai: หากคุณหรือคนที่คุณช่วยเหลือ ต้องการบริการด้านภาษา โทแบบไม่เสียค่าธรรมเนียม บริการ 1-888-893-1569 (TTY: 711) นอกจากนี้ยังมีความช่วยเหลือและบริการสำหรับผู้พิการ เช่น เอกสารอักษรเบรลล์, PDF ที่เข้าถึงได้, และเอกสารที่พิมพ์ขนาดใหญ่ บริการเหล่านี้ไม่มีค่าใช้จ่ายสำหรับคุณ

Ukrainian: Якщо вам або людині, якій ви допомагаєте, потрібні послуги перекладу, телефонуйте на безкоштовну лінію 1-888-893-1569 (TTY: 711). Ми також надаємо матеріали та послуги для людей з обмеженими можливостями, як-от документи в спеціальному форматі PDF, надруковані великим шрифтом чи шрифтом Брайля. Ці послуги для вас безкоштовні.

Vietnamese: Nếu quý vị hoặc ai đó mà quý vị đang giúp đỡ cần dịch vụ ngôn ngữ, hãy gọi Số miễn phí 1-888-893-1569 (TTY: 711). Chúng tôi cũng có sẵn các trợ giúp và dịch vụ dành cho người khuyết tật, như tài liệu dạng chữ nổi braille, bản in khổ lớn và PDF có thể tiếp cận được. Quý vị được nhận các dịch vụ này miễn phí.

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



Call CalViva Health (toll-free) at **1-888-893-1569 (TTY: 711)**,
24 hours a day, 7 days a week.

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Call the State's Medi-Cal Health Care Options at
1-800-430-4263 (TTY 1-800-430-7077).

