

# Resolving Client Homelessness



January 2026

## Link your clients experiencing literal homelessness to CalAIM Community Supports

*CalAIM Community Supports (CS) are one of the most effective tools providers have to reduce homelessness-related barriers to health and recovery. CS can include:*

- **Housing Transition Navigation Services (HTNS)** - Support faster transitions from shelters and bridge housing into permanent housing, freeing up scarce interim housing resources
- **Housing Deposits** - Stabilize housing pathways by covering deposits, application fees, and one time move in costs that would otherwise delay or derail placement
- **Housing Tenancy & Sustaining Services (HTSS)** - Reduce returns to homelessness by pairing housing access with tenancy-sustaining supports focused on lease compliance, landlord communication, and crisis prevention
- **Transitional Rent** (when available/required) - Improve engagement in behavioral health treatment by reducing the stress, instability, and safety concerns associated with living unsheltered or in temporary settings

Community Supports complement BHS-funded services by allowing CalAim CS dollars to cover housing-related needs, preserving County and program funds for treatment and outreach



## CalAIM Community Supports

Link your client to services that help bridge the gap between behavioral health treatment and stable housing by addressing the real life barriers that often prevent clients from exiting homelessness.

### **Bottom line for providers:**

When Community Supports are accessed early, clients move into housing faster, stay housed longer, and are better able to engage in care—making your clinical, outreach, and housing work more effective and sustainable.

# How to Support Linkage

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## Confirm Medi-Cal Enrollment & MCP Assignment

CalAIM Community Supports require active Medi-Cal enrollment and an assigned Managed Care Plan (MCP).

### BHS Provider actions

- Look up clients' Managed Care Plan: Anthem, Health Net, Kaiser, Molina. Follow guidance in section 3 and 4 below.
  - If unenrolled:
    - Assist client to enroll with a Managed Care Plan at [Home | BenefitsCal. Together, we benefit.](#) or Sacramento County DHA (local assistance): [Department Human Assistance](#)
    - MHSA may be the funding source until MCP enrollment, then BHSA starting July 1, 2026
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## Determine Housing Status & CalAIM Eligibility

Clients who are literally homeless are potentially eligible for housing-related Community Supports.

### Eligible housing status includes

- Unsheltered (street, encampment, vehicle)
  - Sheltered (interim housing, emergency shelter, bridge housing)
  - Recently released from jail/prison and homeless immediately prior to incarceration
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## If your client is eligible, refer to Community Supports (Housing Trio) January 1 - June 30, 2026

Providers will include a Housing Support Plan that meet requirements along with referral. Providers should prioritize referrals for:

### Commonly used supports

- Housing Transition Navigation Services (HTNS)
  - Housing Deposits
  - Housing Tenancy & Sustaining Services (HTSS)
  - Transitional Rent (when available/required)
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## MCP-Specific Referral Pathways (Use These Links)

Referrals may be submitted by providers or through plan-approved Community Support providers.

### Anthem Blue Cross

- Find Help portal (CS providers & referrals): <https://anthem.findhelp.com/>

### Health Net

- Find Help portal (CS providers & referrals): <https://healthnet.findhelp.com/>

### Kaiser Permanente

- Call Kaiser (Northern California): [1-833-721-6012](tel:1-833-721-6012) (TTY [711](tel:711))
- Kaiser Community Supports Housing Insecurities Referral Form: <https://healthy.kaiserpermanente.org/content/dam/kporg/final/documents/community-providers/national/ever/cs-housing-insecurities-referral-form.pdf>

### Molina Healthcare

- Use Molina-designated, located under Community Supports <https://www.molinahealthcare.com/providers/ca/medicaid/forms/fuf.aspx>
- Email: [MHC\\_CS@MolinaHealthCare.com](mailto:MHC_CS@MolinaHealthCare.com)

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## What to Tell Clients – a Suggested Script

“Because you’re experiencing homelessness and have Medi-Cal, you may qualify for CalAIM Community Supports like help finding housing, paying deposits, or short-term rent. I can help connect you to your health plan so we can start that referral.”

Key phrases clients can use if self-advocating:

- *“I want a referral for CalAIM Community Supports.”*
- *“I need housing-related Community Supports.”*

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## Transitional Rent - Important for Future Planning

- Providers are strongly encouraged to refer clients experiencing homelessness to their MCPs for Community Supports as early as possible, particularly Housing Transition Navigation Services (HTNS) to prevent delays in accessing Transitional Rent and Housing Deposits once available
  - Transitional Rent requires:
    - Active Medi-Cal
    - MCP enrollment
    - HUD-defined homelessness
    - A completed Housing Support Plan client will not be approved without it
  - Transitional Rent is paid directly to the housing provider/operator for up to 6 months
  - All BHBH residents placed on or after January 1, 2026 will be referred for Transitional Rent

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## Documentation & Follow-Up Expectations

- Ensure current Housing Support Plan meets [requirements](#)
- Track homelessness status and referrals in SmartCare
- Coordinate with HMIS when applicable
- Follow up on referral status (authorization may take ~5+ days)

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## BHS Providers are expected to:

- Identify literally homeless clients early
- Ensure Medi-Cal + MCP enrollment
- Initiate or support CalAIM CS referrals
- Coordinate with ECM/CS providers and MCPs
- Prevent delays that could disrupt housing placement

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## Learn more about Community Supports:

- [CalAIM - Medi-Cal Community Supports Supplemental Fact Sheet](#)
  - [DHCS Community Supports Policy Guide: Volume 1](#)
  - [DHCS Community Supports Policy Guide: Volume 2](#)
  - [Community Supports | Medi-Cal Transformation](#)
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# What Community Supports ARE and ARE NOT

## ✓ Community Supports ARE:

- A **Medi-Cal benefit** available to eligible members enrolled in a Managed Care Plan (MCP)
- **Housing-related supports** that address health needs, including:
  - Housing Transition Navigation Services
  - Housing Deposits (one-time, lifetime benefit)
  - Housing Tenancy & Sustaining Services
  - Transitional Rent (when applicable)
- Available to **literally homeless clients** (sheltered or unsheltered), including BHBH residents
- **Paid by MCPs**, not BHS contracts
- Requires **referral and MCP authorization**

## ⊘ Community Supports ARE NOT:

- ✗ Not guaranteed housing or a housing voucher
- ✗ Not used to top off rent
- ✗ Not ongoing rent or room-and-board payments
- ✗ Not automatic — **clients must be enrolled in Medi-Cal and assigned to an MCP**
- ✗ Not a replacement for:
  - BHS Housing Interventions (when applicable)
  - BHBH Flexible Funds (when applicable)
  - HUD or County housing programs
- ✗ Not immediate — authorization can take several days and documentation is required

*“Until July 1, 2026, BHS providers are not expected to deliver Community Supports directly unless contracted to do so — our role is to **identify eligibility, link clients to Medi-Cal and an MCP, and ensure timely referrals** so housing opportunities are not delayed.”*

