



► What is CalAIM?

California Advancing and Innovating Medi-Cal (CalAIM) creates several new programs to improve health and supports for Medi-Cal members like you, such as:

- **Enhanced Care Management (ECM)** = Case Management from a single lead care manager who coordinates a member's health and health-related care
- **Community Supports Services (CS)** = Services that support your health, like housing, so you have a safe place to stay, rest, and recover from treatment.

► What are *Housing Tenancy and Sustaining Services* through CalAIM Community Supports?

- These services help people stay housed and safe after they have moved in.
- If you are recently housed after exiting homelessness, then this could be a beneficial service for you
- You can get help with things like:
 - Learning how to avoid lease violations
 - Coaching on how to have a good relationship with your landlord
 - Assistance with annual housing recertification
 - Finding community resources to help prevent eviction
 - Benefits advocacy, like getting identification and documentation for SSI
- Room and board or payment of rental costs is not included in these services.



► Is there a limit on how much help I can get for Housing Tenancy and Sustaining services?



- **Yes.** You can be approved/authorized for these services once in your lifetime. There is no specific time limit on using these services, but you do need to have a housing support plan.
- You can **re-apply for these services one more time**, but you have to document/prove why the services are needed a second time.

► How do I know if I am eligible for Housing Tenancy and Sustaining services?

- **If you are "homeless"** = You are/have been living in shelters or on the street
 - This includes if you were recently released from prison, jail, or a correctional facility and you were homeless right before you were incarcerated or lost your housing before you were released.
 - Additional definitions and classifications are located in the Appendix
 - **If you are "at risk of homelessness"** = You or your family meet the HUD definition as defined by **Section 91.5 of Title 24** of the Code of Federal Regulations. A link to this definition is found in the Appendix of this document.
- **Ask for help** from a Community Supports program that offers housing services and matches your Managed Care Plan. They can help you get your documents together.
- You are enrolled in Housing Transition Navigation Services
- **A new housing community support, Transitional rent, is launching in 2025.** Availability will vary by health plan in 2025 and will be mandatory in 2026. If you are approved for Transitional Rent, you are automatically eligible for Housing Deposit services.

How to receive Housing Tenancy and Support Services?



Step 1: Do you have Medi-Cal? Do you know who your Managed Care Plan provider is?

- Not sure? Use [FindHelp.org](https://findhelp.org) to check if you have Medi-Cal and find your Managed Care Plan provider.
- For Sacramento County it will be: Anthem, Health Net, Kaiser Permanente, or Molina Healthcare.
- You can also contact →

Benefits Cal



<https://benefitscal.com/>

Sacramento County Department of Human Assistance



<https://ha.saccounty.gov/>

Step 2: Did you find out if you are eligible for Housing Tenancy and Sustaining Services?

- Asking for help from a Community Supports program that matches your Managed Care Plan is easiest. You can also do this yourself.
- Key words to use when asking for help: "I want a referral for CalAIM Community Supports Services. I need to know if I am eligible for Housing Tenancy and Support services."
- You can find a Community Supports program here: [Link](#)
- You can find eligibility information from your Managed Care Plan here: [Link](#)

Step 3: Did you turn in your referral?

- You can do this yourself through self-referral or ask for help from a Community Supports program that matches your Managed Care Plan.
- You will have to collect specific information and documents to complete your referral paperwork.



Step 4: Did you follow your referral to see if it was approved/authorized?



- The time between referral and authorization can take at least 5 days. You might need to submit corrections to your paperwork.
- When you are approved/authorized, this does not mean you will receive all the services you want right away.

Step 5: You're approved/authorized!

- It's important to stay in touch with whoever helped you with your referral process or your assigned Housing Tenancy and Sustaining Services provider.
- Update your Managed Care Plan Provider if your phone number changes
- Follow your housing support plan and ask for help when you think there is a risk of losing your current housing.
- Think about skills and knowledge that can help you keep your housing. For example: tenants rights (see *Appendix*), budgeting, connecting with local housing support organizations.

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Appendix: External resources for additional information

1. DHCS Community Supports Policy Guide, find here:

<https://www.dhcs.ca.gov/CalAIM/ECM/Pages/Resources.aspx#:~:text=Key%20ECM%20%26%20Community%20Supports%20Policy%20Guidance>

2. Managed Care Plan Referral Pathways

- Anthem: FindHelp, CS Referral Form, or Contact a CS provider directly using provider directory: <https://anthem.findhelp.com/>
- Health Net: Use FindHelp or contact a CS provider directly using provider directory: <https://healthnet.findhelp.com/>
- Kaiser Permanente: Use ECM/CS referral form
 - Submit to appropriate Network Lead Entity (NLE) for provider self-referral
 - Full Circle Health Network: referral@fullcirclehn.org
 - Independent Living Systems: kpreferrals@ilshealth.com
- Molina: Use designated referral forms according to specific CS
 - MHC_CS@MolinaHealthCare.com

Anthem: FindHelp



Health Net: FindHelp



3. Office of the State Attorney General

- Ex: <https://oag.ca.gov/system/files/media/Know-Your-Rights-Security-Deposits-English.pdf>;
<https://oag.ca.gov/consumers/general/landlord-tenant-issues>

4. Housing and Economic Rights Advocates: <https://www.heraca.org/>

5. MCP Referral Forms, Authorization Guides, and Other Resources

- External SharePoint workgroup reference materials:
<https://transformhc12.sharepoint.com/:f/s/SacramentoPATH/Etun31EuiW5LrAjl3BSJqYAB6lifPeEmVhAoHNpB7lvujQ?e=ekCVbh>

6. U.S. Department of Housing and Urban Development

- <https://www.hudexchange.info/faqs/3611/which-definitions-of-homeless-can-be-used-in-the-cdbg-program-to-show-that/>

7. Section 91.5 of Title 24 of the Code of Federal Regulations

- <https://www.ecfr.gov/current/title-24/subtitle-A/part-91/subpart-A/section-91.5>

Collaborators

