

# 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 Community Health Plan of Imperial Valley at **833-236-4141 (TTY: 711)**, 24 hours a day, 7 days a week.
- 2 You may also ask your doctor or clinic about the services.

## Introduction

*Your health is important to us at Community Health Plan of Imperial Valley. 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. Community Health Plan of Imperial Valley Medi-Cal 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="120 512 380 579"><b>Housing Transition Navigation Services</b></p> 	<p data-bbox="612 512 1300 543"><b>Help with getting housing.</b> This may include help with:</p> <ul data-bbox="612 569 1094 695" style="list-style-type: none"><li>• Looking for a place to live or housing.</li><li>• How to apply for housing.</li><li>• Making a housing support plan.</li></ul> <p data-bbox="612 726 1187 758"><b><i>You may be able to get services if you:</i></b></p> <ul data-bbox="612 772 1300 932" style="list-style-type: none"><li>• Are listed for housing help through the local homeless Coordinated Entry System, or similar system.</li><li>• Are experiencing homelessness.</li><li>• Are at-risk of becoming homeless.</li></ul>
<p data-bbox="120 968 399 1035"><b>Housing Tenancy and Sustaining Services</b></p> 	<p data-bbox="612 968 1398 1073">Help with <b>keeping your housing once you've moved in.</b> This may include support with budgeting, timely rent payments, and understanding lease agreement rights and responsibilities.</p> <p data-bbox="612 1104 1187 1136"><b><i>You may be able to get services if you:</i></b></p> <ul data-bbox="612 1150 1300 1352" style="list-style-type: none"><li>• Receive Housing Transition/Navigation services</li><li>• Are listed for housing help through the local homeless Coordinated Entry System, or a system like it.</li><li>• Are experiencing homelessness.</li><li>• Are at-risk of being homeless.</li></ul>
<p data-bbox="120 1388 350 1419"><b>Housing Deposits</b></p> 	<p data-bbox="612 1388 1138 1419"><b>Help with getting housing.</b> This includes:</p> <ul data-bbox="612 1444 1292 1570" style="list-style-type: none"><li>• Security deposits to get a lease.</li><li>• First month's coverage of utilities.</li><li>• First and last month's rent if required before move-in.</li></ul> <p data-bbox="612 1602 1187 1633"><b><i>You may be able to get services if you:</i></b></p> <ul data-bbox="612 1648 1300 1808" style="list-style-type: none"><li>• Receive Housing Transition/Navigation services.</li><li>• Are listed for housing help through the local homeless Coordinated Entry System, or a system like it.</li><li>• Are experiencing homelessness.</li></ul>






# Recuperative Services

Community Supports service	What you can get
<p data-bbox="120 512 363 579"><b>Recuperative Care (Medical Respite)</b></p> 	<p data-bbox="612 512 1455 579"><b>Short-term housing care for those who no longer need to be in a hospital but still need to heal</b> from injury or illness.</p> <p data-bbox="612 609 1182 642"><b><i>You may be able to get services if you:</i></b></p> <ul data-bbox="612 655 1446 856" style="list-style-type: none"><li data-bbox="612 655 1446 722">• Are at-risk of needing to be in the hospital, or are just out of the hospital.</li><li data-bbox="612 739 1052 772">• Live alone with no formal support.</li><li data-bbox="612 789 1446 856">• Face the prospect of having no housing. Or, you have housing that could harm your health without upgrades.</li></ul>
<p data-bbox="120 884 334 917"><b>Respite Services</b></p> 	<p data-bbox="612 884 1433 951"><b>Short-term relief given to caregivers of those who need care</b> or support on a short-term basis.</p> <p data-bbox="612 980 1182 1014"><b><i>You may be able to get services if you:</i></b></p> <ul data-bbox="612 1026 1419 1190" style="list-style-type: none"><li data-bbox="612 1026 1166 1060">• Live in a place that limits your daily activity.</li><li data-bbox="612 1077 1328 1110">• Are needing a caregiver to provide most of your support.</li><li data-bbox="612 1127 1419 1190">• Need caregiver relief to avoid being placed in a nursing home or someplace like it.</li></ul>
<p data-bbox="120 1211 540 1278"><b>Short-Term Post-Hospitalization Housing</b></p> 	<p data-bbox="612 1211 1455 1278"><b>A place where you can keep getting care</b> for mental, or substance use disorder needs as soon as you leave a hospital.</p> <p data-bbox="612 1308 1182 1341"><b><i>You may be able to get services if you:</i></b></p> <ul data-bbox="612 1354 1081 1480" style="list-style-type: none"><li data-bbox="612 1354 932 1388">• Are leaving healing care.</li><li data-bbox="612 1404 1036 1438">• Are leaving an inpatient hospital.</li><li data-bbox="612 1455 1081 1480">• Meet the HUD meaning of homeless.</li></ul>
<p data-bbox="120 1499 347 1533"><b>Sobering Centers</b></p> 	<p data-bbox="612 1499 1422 1608"><b>A place where you can get help with alcohol or problems with drinking</b> rather than being taken to an emergency department or jail instead.</p> <p data-bbox="612 1638 1240 1671"><b><i>You may be able to get services if you are:</i></b></p> <ul data-bbox="612 1684 1341 1843" style="list-style-type: none"><li data-bbox="612 1684 1040 1717">• Aged 18 and older and are drunk.</li><li data-bbox="612 1734 1175 1768">• Taken to an emergency department or a jail.</li><li data-bbox="612 1785 1341 1843">• Sent to an emergency department and are a good fit for a Sobering Center.</li></ul>

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

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

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

Community Supports service	What you can get
<p data-bbox="120 512 483 613"><b>Nursing Facility Transition/ Diversion to Assisted Living Facilities</b></p> 	<p data-bbox="612 512 1481 613"><b>Services given to help you move out of a nursing home to community settings, like an assisted living facility.</b> This can also be services to keep you from being placed in a nursing home.</p> <p data-bbox="612 646 1187 680"><b><i>You may be able to get services if you:</i></b></p> <ul data-bbox="612 693 1490 1180" style="list-style-type: none"><li>• Nursing Home Transition<ul style="list-style-type: none"><li>- Have lived 60+ days in a nursing home.</li><li>- 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.</li><li>- Can live safely in an assisted living facility with support.</li></ul></li><li>• Nursing Home Diversion<ul style="list-style-type: none"><li>- Want to stay in the community.</li><li>- Are willing and able to live safely in an assisted living facility with support.</li><li>- Are now getting nursing home services or meet the lowest standard to get nursing home services.</li></ul></li></ul>
<p data-bbox="120 1205 542 1306"><b>Community Transition Services/ Nursing Facility Transition to a Home</b></p> 	<p data-bbox="612 1205 1481 1272"><b>Services given to help you if you're moving from a nursing home to a home setting</b> where you have to pay for living costs.</p> <p data-bbox="612 1306 1187 1339"><b><i>You may be able to get services if you:</i></b></p> <ul data-bbox="612 1352 1500 1524" style="list-style-type: none"><li>• Are now getting a medically needed nursing home level of care.</li><li>• Have lived 60+ days in a nursing home and/or Medical Respite setting.</li><li>• Want to move back to the community.</li><li>• Can live safely in the community with support services.</li></ul>
<p data-bbox="120 1549 396 1612"><b>Personal Care and Homemaker Services</b></p> 	<p data-bbox="612 1549 1481 1583"><b>Services provided to help you with your daily living needs,</b> such as:</p> <ul data-bbox="612 1596 1325 1675" style="list-style-type: none"><li>• Bathing</li><li>• Dressing</li><li>• Housecleaning</li><li>• Grocery shopping</li></ul> <p data-bbox="612 1709 1243 1743"><b><i>You may be able to get services if you are:</i></b></p> <ul data-bbox="612 1755 1500 1873" style="list-style-type: none"><li>• At-risk for being admitted to a hospital or placed in a nursing home.</li><li>• A person that needs day-to-day help and have no other support system.</li><li>• Approved for In-Home Supportive Services.</li></ul>

# Nondiscrimination Notice

Community Health Plan of Imperial Valley follows State and Federal civil rights laws and does not 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.

Community Health Plan of Imperial Valley provides:

- Free aids and services to people with disabilities to communicate better with us, such as qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats, 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 or to request this document in an alternative format, contact the Community Health Plan of Imperial Valley (CHPIV) at 1-833-236-4141 (TTY: 711), 24 hours a day, 7 days a week.

If you believe that Community Health Plan of Imperial Valley has failed to provide these services or unlawfully discriminated in another way, you can file a grievance with Community Health Plan of Imperial Valley by phone, in writing, in person or electronically:

- By phone: Contact us 24 hours a day, 7 days a week by calling 1-833-236-4141. 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 Community Health Plan of Imperial Valley Member Appeals and Grievances Department P.O. Box 10287 Van Nuys CA 91410-0287.
- In person: Visit your doctor's office or Community Health Plan's office and say you want to file a grievance.
- By fax: Community Health Plan of Imperial Valley Member Appeals and Grievances Dept. 1-833-405-0312.
- Electronically: Visit Community Health Plan of Imperial Valley's website at <http://chpiv.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 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](mailto:CivilRights@dhcs.ca.gov).

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: 1-800-368-1019 (TDD: 1-800-537-7697).
- 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>.

**English:** If you, or someone you are helping, need language services, call 1-833-236-4141 (TTY: 711). Aids and services for people with disabilities, like accessible PDF and large print documents, are also available. These services are at no cost to you.

**Arabic:** إذا كنت أنت، أو أي شخص تساعد، بحاجة إلى الخدمات اللغوية، فاتصل بالرقم 1-833-236-4141 (TTY: 711). تتوفر أيضاً المساعدات والخدمات للأشخاص ذوي الإعاقة، مثل الملفات المنقولة (PDF) التي يمكن الوصول إليها والمستندات المطبوعة الكبيرة. تتوفر هذه الخدمات بدون تكلفة بالنسبة لك.

**Armenian:** Եթե դուք կամ որևէ մեկը, ում դուք օգնում եք, ունեն լեզվական օգնության կարիք, զանգահարեք 1-833-236-4141 (TTY` 711) հեռախոսահամարով: Հաշմանդամություն ունեցող մարդկանց համար հասանելի են օգնություն և ծառայություններ, ինչպես օրինակ՝ մատչելի PDF և մեծ տպագրությամբ փաստաթղթեր: Այս ծառայությունները ձեզ համար անվճար են:

**Cambodian:** ប្រសិនបើអ្នក ឬនរណាម្នាក់ដែលអ្នកកំពុងជួយ ត្រូវការសេវាផ្នែកភាសា សូមទូរសព្ទទៅលេខ 1-833-236-4141 (TTY: 711) ។ ជំនួយ និងសេវាកម្មផ្សេងៗសម្រាប់មនុស្សពិការ ដូចជា PDF ដែលអាចប្រើសម្រាប់មនុស្សពិការបាន និងឯកសារព្រីនអក្សរធំៗ ក៏ត្រូវបានផ្តល់ជូនផងដែរ។ សេវាកម្មទាំងនេះមិនមានគិតតម្លៃសម្រាប់អ្នកទេ។

**Chinese:** 如果您或者您正在帮助的人需要语言服务，请致电1-833-236-4141 (TTY: 711)。还可提供面向残障人士的帮助和服务，例如无障碍 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 1-833-236-4141 (TTY: 711) تماس بگیرید. کمک‌ها و خدماتی مانند مدارک با 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 करे हैं उसे, भाषा सेवाएँ चाहिए, तो कॉल करें 1-833-236-4141 (TTY: 711)। विकलांग लोगों के लिए सहायता और सेवाएँ, जैसे सुलभ PDF और बड़े फ़ॉन्ट 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 1-833-236-4141 (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 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、1-833-236-4141 (TTY: 711) にお問い合わせください。障がいをお持ちの方のために、アクセシブルなPDFや大きな文字で書かれたドキュメントなどの補助・サービスも提供しています。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 1-833-236-4141 (TTY: 711)번으로 연락해 주십시오. 장애가 있는 분들에게 보조 자료 및 서비스(예: 액세스 가능한 PDF 및 대형 활자 인쇄본)도 제공됩니다. 이 서비스는 무료로 이용하실 수 있습니다.



**Laotian:** ຖ້າທ່ານ, ຫຼື ບຸກຄົນໃດໜຶ່ງທີ່ທ່ານກຳລັງຊ່ວຍເຫຼືອ, ຕ້ອງການບໍລິການແປພາສາ, ໂທ 1-833-236-4141 (TTY: 711). ນອກນັ້ນ, ພວກເຮົາຍັງມີອຸປະກອນຊ່ວຍເຫຼືອ ແລະ ການບໍລິການສຳລັບຄົນພິການອື່ນດ້ວຍ, ເຊັ່ນ ເອກະສານ PDF ທີ່ສາມາດເຂົ້າເຖິງໄດ້ສະດວກ ແລະ ເອກະສານພິມຂະໜາດໃຫຍ່. ການບໍລິການເຫຼົ່ານີ້ແມ່ນມີໄວ້ຊ່ວຍເຫຼືອທ່ານໂດຍບໍ່ໄດ້ເສຍຄ່າໃດໆ.

**Mien:** Da'faanh Meih, Fai Heuc Meih Haih Tengx, Oix Janx-kaeqv waac gong, Heuc 1-833-236-4141 (TTY: 711). Jomc Caux gong Bun Yangh mienh Caux mv fungc, Oix dongh eix PDF Caux Bunh Fiev dimc, 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 1-833-236-4141 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ। ਅਪਾਹਜ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਿਵੇਂ ਕਿ ਪਹੁੰਚਯੋਗ PDF ਅਤੇ ਵੱਡੇ ਪ੍ਰਿੰਟ ਵਾਲੇ ਦਸਤਾਵੇਜ਼, ਵੀ ਉਪਲਬਧ ਹਨ। ਇਹ ਸੇਵਾਵਾਂ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਹਨ।

**Russian:** Если вам или человеку, которому вы помогаете, необходимы услуги перевода, звоните по телефону 1-833-236-4141 (TTY: 711). Кроме того, мы предоставляем материалы и услуги для людей с ограниченными возможностями, например документы в специальном формате PDF или напечатанные крупным шрифтом. Эти услуги предоставляются бесплатно.

**Spanish:** Si usted o la persona a quien ayuda necesita servicios de idiomas, comuníquese al 1-833-236-4141 (TTY: 711). También hay herramientas y servicios disponibles para personas con discapacidad, como documentos 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 mga serbisyo sa wika, tumawag sa 1-833-236-4141 (TTY: 711). Makakakuha rin ng mga tulong at serbisyo para sa mga taong may mga kapansanan, tulad ng naa-access na PDF at mga dokumentong malaking print. Wala kang babayaran para sa mga serbisyonang ito.

**Thai:** หากคุณหรือคนที่คุณช่วยเหลือ ต้องการบริการด้านภาษา โทร 1-833-236-4141 (TTY: 711) นอกจากนี้ยังมีความช่วยเหลือและบริการสำหรับผู้ทุพพลภาพ เช่น PDF ที่เข้าถึงได้และเอกสารที่พิมพ์ขนาดใหญ่ บริการเหล่านี้ไม่มีค่าใช้จ่ายสำหรับคุณ

**Ukrainian:** Якщо вам або людині, якій ви допомагаєте, потрібні послуги перекладу, телефонуйте на номер 1-833-236-4141 (TTY: 711). Ми також надаємо матеріали та послуги для людей з обмеженими можливостями, як-от документи в спеціальному форматі PDF або надруковані великим шрифтом. 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 1-833-236-4141 (TTY: 711). Chúng tôi cũng có sẵn các trợ giúp và dịch vụ dành cho người khuyết tật, như tài liệu dạng 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 Community Health Plan of Imperial Valley at **833-236-4141 (TTY: 711)**, 24 hours a day, 7 days a week.