

Key Resources for Care Connect Consumers

Four key resources are being offered to Care Connect Consumers: Care Management, Housing Navigation, Housing Counseling, and Housing Legal Advice:

Care Management

AC Care Connect is partnering with the Alameda Alliance for Health and other organizations to provide case management for consumers with complex medical and social needs. This includes housing help and outreach, among other intensive services.

Housing Navigation

Intensive Housing Navigation services are for Alameda County Care Connect consumers who are literally homeless, prioritized by a Housing Resource Center, and Medi-Cal eligible. Housing Navigation is intended to help clients get permanent housing and other resources that support housing stability, including health care services and public benefits. Housing navigators also help identify and strengthen community supports, including reunification with family and/or friends, coordinating In-Home Support Services (IHSS) if needed, addressing housing barriers through a housing retention plan, and working with Housing Resource Center staff to ensure clients have access to additional resources. Housing Navigators work with clients until they are housed, and assist with a warm hand-off to service providers to the extent necessary for clients to retain housing.

Housing Counseling

Any Alameda County resident can participate in housing education and counseling classes. Classes include how to fill out applications, adjust to permanent housing, maintain good relationships with landlords, and more. Individual housing counseling is also available at the end of each class. Classes are held every weekday. Updated schedules are available at <https://www.bayareacs.org/housing-navigation/>.

Housing Legal Advice

Bay Area Legal Aid (BALA) provides legal assistance to low-income individuals. Not all situations will result in individual representation from an attorney, but BALA will provide advice and referrals to individuals who qualify at www.baylegal.org. Free legal advice, referrals and representation is available at 1-888-382-3405 on Monday, Thursday and Friday from 9:30am - 12:30pm, and Tuesday and Wednesday from 1pm - 4pm. Clients may also call the Bay Area Legal Aid Legal Advice Line for issues regarding housing evictions, benefits enrollment/termination, and other legal concerns related to social/housing/health benefits at 1-800-551-5554.

For more information, *email careconnecthelp@acgov.org*.