

About Us

Imagine individual providers across physical health, behavioral health, housing services, and the crisis system teaming up to provide the best care for their consumers – sharing critical consumer information and assessments, coordinating whole person care, expanding services, and more.

It can happen.

Who we are

AC Care Connect is an initiative of the Alameda County Health Care Services Agency (HCSA) to improve care for Medi-Cal eligible residents who face the most difficult combination of physical health, mental health, and housing challenges. This five-year (2016 - 2020) Whole Person Care pilot is funded by a \$140 million demonstration contract from the California Department of Health Care Services for specific and approved services. The initiative allows the use of Medi-Cal funding for services not usually thought of as healthcare, in particular, housing services.

What we do

- Almost half of the AC Care Connect funds are allocated to help people get housed; a new expense allowed by Medi-Cal under the pilot.
- A portion is allocated to implementation of a Social Health Information Exchange and Community Health Record data integration system.
- Funds are going to improve care coordination across multiple systems throughout Alameda County. They are being used to improve the behavioral health crisis response system and to develop culturally affirmative practices to engage better with consumers. Significant investment is underway in training and sustaining new ways of doing things.
- Funds are also allocated for training to support provider staff in learning to work as an integrated system.
- A portion of funding is being used to expand substance use treatment.

Who we serve

The goal of AC Care Connect is to make sure Medi-Cal eligible consumers facing complex physical, mental, and housing challenges get the care and services needed to improve overall health and reduce unnecessary crisis system utilization. System-wide changes are focused on consumers receiving regular care from providers and finding a safe place to live. This is an innovative approach to enable providers from different systems (physical health, mental health, and housing) to work together to help people achieve optimal health.



For more information visit www.accareconnect.org