



# CHLOE

Chloe is a former foster youth who is five months pregnant



She spends her nights between motels and a local encampment for shelter.

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She has a housing navigator through a CoC member organization (not a provider contracted through the Medi-Cal managed care plan) and is on the Coordinated Entry list awaiting permanent housing with rental assistance.

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Her housing navigator has helped her become document ready, so does not see her often and is not aware that she is pregnant.

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Before she was pregnant, the navigator referred her for ECM services through Medi-Cal (their organization does not provide ECM) and the managed care plan approved the services.

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The ECM provider had no experience serving someone experiencing homelessness and was never able to connect with Chloe, so Chloe never got ECM services.

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Chloe is eligible for Transitional Rent, but she has not been able to find a place to live.



# JOSEPH

Joseph is in his mid-40s and has been experiencing homelessness the majority of his adult life



Joseph has diagnosed schizophrenia and has been in services with his County Behavioral Health Department since 2015.

Joseph was living at a shelter until June 2025, when a bed became available in one of the local County Behavioral Health's temporary housing programs, where he has been living for the past five months.

Joseph is not connected to his local CoC program, nor is he entered in HMIS, which means he has not been assessed by the Coordinated Entry System nor is he on the local by-name-list.

Because of his schizophrenia and lack of stable housing history, he would likely have a high score and be near the top of the by-name-list.

None of his providers, family, or friends have referred him to ECM or any of the Community Supports. The only services he receives are services through his County Behavioral Health program.

Joseph is ready and able to move to permanent housing. Because Joseph is a Medi-Cal member, the Behavioral Health Department is hoping they can refer him to the local managed care plan for a Housing Deposit and Transitional Rent.

# DAMIAN

Damian is 32 years old and living in an encampment in the middle of a moderate-sized city



Damian has hallucinations and a number of medical conditions, including diabetes. He is not now, nor has he ever been, a client of the County Behavioral Health Department.



In 2024, the local CoC began to partner with a street medicine team that began helping Damian with his diabetes management. They recently had a newly graduated psychologist join their team. The psychologist has been seeing Damian for the past 3 months, has diagnosed him with a psychotic disorder, but has not been able to find a medication to effectively treat his hallucinations.



The street medicine team has connected Damian to the local CoC and he has been assessed through the Coordinated Entry System and is high on the by-name-list.



Damian is receiving ECM from his street medicine provider team.



While the street medicine team does not contract with the managed care plan for Community Supports, they did refer Damian for housing navigation, which was approved by the Medi-Cal managed care plan.



Damian is getting housing navigation through one of the CoC member organizations. They have been working with him regularly, consulting with his street medicine and outreach teams, and have most of his documentation ready should they find him a permanent housing situation. They believe he is likely eligible for Transitional Rent.

