Homelessness and Housing Department
Website Content Manuscript
Health Care for the Homeless Website

BROWNE
MUSSER

Document Purpose **4**
Content Definitions 4
Redirects **9**
Health Care for the Homeless Division (Division Homepage Gateway) **10**
Health Care for the Homeless 10
Health Care for the Homeless Programs 11
Primary Care (Program) 13
Dental Care (Program) 14
Trust Health Center (Program) 16
Mobile Health (Program) 18
Shelter Health (Program) 20
Street Health (Program) 22
Substance Use Treatment (Program) 24
Emergency Services (Program) 27
About (Gateway) (Division) **37**
Health Care for the Homeless Commission (Division) 40
Community Consumer Advisory Board (Division) 43
Who We Are (Division) 45
Our Partners (Division) 47
Work with Us (Division) **49**
Frequently Asked Questions (Division) **50**
Get Help (Division) **52**
Primary Care 55
Gender Affirming Care 57

Reproductive Health 58
Substance Use Treatment 58
Health Insurance and Benefits 59
Shelter and Housing 60
PictureTransportation 63
For Providers & Partners (Gateway) (Division) 65
Communicable Illnesses in Street and Shelter Locations (Division) 66
COVID & Respiratory Illness (Division) 68
Environmental Health (Division) 76
What We Do (Division) **79**
Updates (Division) **82**
Resource Library (Division) **86**
Contact Us (Division) **97**

Document Purpose

This document will be used to capture all of the content for the Alameda County Health Health Care for the Homeless Division division website. We will use this document as a "working document" for content creation so that we have a single source of truth for website content that can be used as we gather and define the website's content. Where possible, please include hyperlinks to other websites or other materials that are to be linked to from the website.

Content Definitions

We think about content in 4 main categories: Core Content, Updates, Resources, and Events. While there isn't always a completely objective way of classifying content, we have created this framework based on a wide range of input, and we believe that this framework will help us organize the content in a way that is most meaningful for website visitors, who represent a wide range of use cases.

Core Content

Core content is content that is "Evergreen" and should not change that often. In many cases, core content serves to "introduce" other content objects such as a set of web pages, updates, or resources.

Examples of Core Content include:

- Who we are
- What we do
- Mission, Vision, and Values
- Contact Us

Generally speaking, most core content has a short description field (1-2 sentences), and an opportunity for expanded content.

Updates

Updates are "timely" pieces of content that provide information that is important for people to receive. Updates have a taxonomy that classifies them in a meaningful way, which will allow us to populate them into the website:

- **Type:**
  - Alert
  - Advisory
  - News
  - Health Order
- **Topic :**
  - Can be assigned any number of potential topics that the update relates to
- **Date:**
  - The date of the update
- **Audience:**
  - For Providers
  - For everyone else
- **Department**
  - Department the update is coming from

Updates have a short (1-2 sentence) content area where you can describe the resource.

The easiest way to think about "Updates" is that they are like blog posts that have certain classifications on them. Once we generate an initial list of updates, we can work on classifying them later. Updates are content only, and not file-based, although an update can include hyperlinks.

Resources

Resources are materials that are useful to website visitors and are curated at key places in the website. While they do have a date associated with them, they are not primarily defined as being time-dependent, but are more defined by their title, topic, type, and other associations.

Resources have a short (1 sentence) content area where you can describe the resource.

Resources can come in a variety of formats:

- PDF
- External Link
- Self-Hosted (HTML)
- Video
- File (PPT, Word, ZIP)

Resources have the following taxonomy:

- **Type:**
    - Applications
    - Meeting Materials
    - Presentations
    - Training Tools
    - Reports
    - Handbooks
    - Templates
    - Regulations
    - Data & Dashboards
    - RFP
    - Form
    - Toolkits / Flyers

    - Policy
- **Topic:**
    - TBD
- **Audience:**
    - For Providers
    - For Non-Providers

Events

We will focus on event creation once we get closer to the launch, which can be added directly into the website closer to launch.

Redirects

URL	Destination	Notes

Health Care for the Homeless Division (Division Homepage Gateway)

Page ID	URL	Content	Status
		Title Tag: Health Care for the Homeless | Housing & Homelessness Services | Housing & Homelessness | Alameda County Health **Meta Description:** **Mini Brief:** This page gives a high-level introduction to the Health Care for the Homeless Division, and serves as a gateway into the programs associated with the Health Care for the Homeless Division. It also includes recent updates associated with Health Care for the Homeless Division. ## Health Care for the Homeless Alameda County Health Care for the Homeless (ACHCH) is a federally-funded health center program housed in Alameda County Health. We provide direct care services and coordinate a network of county and community health clinics and organizations to increase access and improve care for people experiencing homelessness. **About** [Button: Learn More} **For Providers & Partners** [Button - Learn More] **FAQ** [Button - Learn More]	

What We Do [Button - Learn More]	Resource Library [Button - Learn More]
Contact Us [Button - Learn More]	Updates [Button - Learn More]
Work With Us [Button - Learn More]	

Health Care for the Homeless Programs

Primary Care We provide comprehensive primary care with integrated behavioral health services at four wellness clinics. [Button - Learn More]	Dental Care Specialized dental care is available to people experiencing homelessness, including multiple visits to complete complex treatment plans. [Button - Learn More]
Trust Health Center At Trust Health Center, we provide high-value care that addresses physical, mental, and social well-being in one location. [Button - Learn More]	Mobile Health Mobile Health provides urgent care, care coordination, linkage, and referrals to community resources free of charge to people experiencing homelessness. [Button - Learn More]

Shelter Health Shelter Health services are designed to bring the "front door" directly to shelter, recovery, and transitional housing locations and other places homeless individuals access services. [Button - Learn More]	**Street Health** Street outreach teams engage people living on the streets with highly accessible, patient-centered care. [Button - Learn More]	
Substance Use Treatment We provide a range of substance use and harm reduction services for people experiencing homelessness through our health centers. [Button - Learn More]	**Emergency Services** Find resources for air quality, heat, and winter emergencies for providers and people who may be experiencing homelessness. [Button - Learn More]	
Opioid Overdose Responder and Naloxone Virtual Training You can anonymously report an overdose. The National Coalition Against Prescription Drug Abuse will be providing the Opioid Overdose Responder and Naloxone training for Alameda County. [Button - Learn More]	**Alameda County Homeless Mortality** We believe no one should die alone or unknown in homelessness. The Alameda County Health Care for the Homeless (ACHCH) and Community Assessment, Planning, and Evaluation (CAPE) programs collaborate to collect, report, analyze, and act upon findings on deaths among Alameda County residents experiencing homelessness. [Button - Learn More]	

		HRSA Health Center Program	

Primary Care (Program)

Page ID	URL	Content	Status
		Title Tag: Primary Care | Health Care for the Homeless Programs | Health Care for the Homeless | Housing & Homelessness Services | Housing & Homelessness | Alameda County Health **Meta Description:** **Mini Brief:** This page gives a high-level introduction to Program, and introduces the main areas of the Program Website. It may have one or more feature items. Primary Care Through its partnership with Alameda Health System, Alameda County Health Care for the Homeless (ACHCH) provides comprehensive primary care with integrated behavioral health services at four wellness clinics. Feature Item: **Trust Health Center** Patients experiencing homelessness can also access a primary care medical home, including behavioral health, legal advocacy for disability benefits, housing case management, and substance use services at the ACHCH/LifeLong Trust Health Center. [Button: Learn More] **Highland Wellness** 1411 E. 31st Street Oakland, CA 94602	

		Phone: (510) 437-5039 **Eastmont Wellness** 6955 Foothill Blvd. #200 Eastmont Mall Shopping Center Oakland, CA 94605 Phone: (510) 567-5700 **Hayward Wellness** 664 Southland Mall Dr. Hayward, CA 94545 Phone: (510) 266-1700 **Newark Wellness** 6066 Civic Terrace Ave. Newark, CA 94560 Phone: (510) 505-1600 Each clinic strives to provide a high-quality experience for all patients and includes services tailored to meet the needs of patients with housing instability, disabilities, primary languages other than English, and other specific needs. Visit Alameda Health System or call (510) 437-4800 for more information about how to enroll in primary care.	

Dental Care (Program)

Page ID	URL	Content	Status
		Title Tag: Dental Care | Health Care for the Homeless Programs | Health Care for the Homeless | Housing & Homelessness Services | Housing & Homelessness | Alameda County Health **Meta Description:** **Mini Brief:** This page gives a high-level introduction to Program, and introduces the main areas of the Program Website. It may have one or more feature items. Dental Care Alameda County Health Care for the Homeless (ACHCH) provides specialized dental care, through a contract with OnSite Dental Foundation, to people experiencing homelessness who are otherwise unable to access affordable dental care. Social workers in the mobile health unit support patients in attending multiple visits to complete complex treatment plans.	

Trust Health Center (Program)

Page ID	URL	Content	Status
		Title Tag: Trust Health Center | Health Care for the Homeless Programs | Health Care for the Homeless | Housing & Homelessness Services | Housing & Homelessness | Alameda County Health **Meta Description:** **Mini Brief:** This page gives a high-level introduction to Program, and introduces the main areas of the Program Website. It may have one or more feature items. Trust Health Center The mission of the Alameda County Health Care for the Homeless (ACHCH)/LifeLong Trust Health Center is to improve the lives of clients by providing high-value care that addresses clients' physical, mental, and social well-being in one location. This collaboration between multiple government agencies and nonprofit organizations will promote dignity, respect, and compassion in all interactions among staff and clients. Participating organizations will collaborate closely to support clients in finding and maintaining stable homes, promote their overall health and well-being, and develop or re-establish strong social support networks outside of the public services system. Primary care at the Trust Health Center is offered by LifeLong Medical Care under contract with ACHCH. **Our core services include:** • Integrated, team-based care • Primary health care • STD, HIV, TB, and other lab testing	

		- Comprehensive behavioral health care
		  - Psychiatry
		  - Psychotherapy
		- Recovery-focused medical care
		  - Suboxone (Buprenorphine) treatment
		- Specialty medical care
		  - Acupuncture
		  - Podiatry
		- Housing coordination/support
		- Health coach support
		- Donated clothing and shoes
		- Computer and Internet access
		- Group activities
		  - Men's and Women's groups
		  - Health and wellness groups
		  - Mindfulness and art groups
		  - Recovery focused groups
		  - Housing workshop
		
		To become a client of the Trust Health Center, a person must be:
		- An adult
		- A resident of Alameda County
		- Homeless or at-risk of homelessness OR receiving case management from the Alameda County Behavioral Health Department	

Mobile Health (Program)

Page ID	URL	Content	Status
		Title Tag: Mobile Health | Health Care for the Homeless Programs | Health Care for the Homeless | Housing & Homelessness Services | Housing & Homelessness | Alameda County Health **Meta Description:** **Mini Brief:** This page gives a high-level introduction to Program, and introduces the main areas of the Program Website. It may have one or more feature items. Mobile Health Alameda County Health Care for the Homeless' (ACHCH) mobile clinic is a collaboration with Alameda Health System (AHS) and provides urgent care, care coordination, linkage, and referrals to community resources. Services are provided free of charge to people experiencing homelessness and on a first-come, first-served basis. [Featured Item] **Mobile Health Clinic Schedule** View the June 2024 Mobile Health Clinic Schedule. Please check frequently and confirm the schedule by calling (510) 437-5086. [Button - Learn More] Staff from Alameda Health System and ACHCH include a medical provider, medical assistant, social worker, registration clerk, and van driver. They all work together to provide friendly and accessible care to those who need it most, as well as linkages to ongoing primary care at Alameda Health System or other community	

		clinics. Services are provided free of charge to people experiencing homelessness on a first-come, first-served basis. For more information, please call (510) 437-5086 or visit Alameda Health System.	

Shelter Health (Program)

Page ID	URL	Content	Status
		Title Tag: Shelter Health || Health Care for the Homeless Programs | Health Care for the Homeless | Housing & Homelessness Services | Housing & Homelessness | Alameda County Health **Meta Description:** **Mini Brief:** This page gives a high-level introduction to Program, and introduces the main areas of the Program Website. It may have one or more feature items. Shelter Health Shelter Health services are designed to bring the "front door" directly to shelter, recovery, and transitional housing locations and other places homeless individuals access services, including Wellness Centers, homeless service centers, and soup kitchens. Alameda County Health Care for the Homeless (ACHCH) Shelter Health services seeks to address the health disparities experienced by homeless residents of Alameda County. Our approach is based on HRSA-specified care and implementing best practices. We provide portable care services to engage patients outside of the traditional office setting. We "meet them where they are and on their terms," assess their needs, provide education and resources, and connect patients with appropriate services and care. ACHCH Shelter Health teams provide regularly scheduled social services and limited medical services to people experiencing homelessness at shelters and other human service sites throughout Alameda County.	

		Social Services Provided Referrals, coordination, and linkage to: • Alcohol/drug treatment • Benefits assistance • Dental care • Eye exam/glasses • Food assistance resources • Free CA ID vouchers • Housing/shelter resources • Legal assistance • Mental health services • Primary medical care • Transportation assistance **Medical Services Provided** • Health education • Flu vaccines (October - April) • Hep A Vaccine • TB tests (by appointment)	

Street Health (Program)

Page ID	URL	Content	Status
		Title Tag: Street Health || Health Care for the Homeless Programs | Health Care for the Homeless | Housing & Homelessness Services | Housing & Homelessness | Alameda County Health **Meta Description:** **Mini Brief:** This page gives a high-level introduction to Program, and introduces the main areas of the Program Website. It may have one or more feature items. Street Health Street outreach and engagement are critical components of responding to the homeless crisis in our community. Outreach "brings the front door" to our unsheltered residents, and engagement activities foster relationships that can allow individuals to consider coming inside and accepting services. Alameda County Health Care for the Homeless (ACHCH) Street Health services seeks to address the health disparities experienced by homeless residents of Alameda County. Street Health teams provide access to care from multi-disciplinary teams that meet the unique needs of people experiencing homelessness through regularly scheduled outreach services offered to unsheltered people living in homeless encampments, vehicles, and RVs. Street Health teams engage people living on the streets with highly accessible, patient-centered care. They strive to build relationships that lead to long-term health through connections to primary care, social services, housing, and other resources.	

		Currently, Street Health teams operate through contracts with LifeLong Medical Care, Tiburcio Vasquez Health Center, and Bay Area Community Health to provide Street Health services in defined geographic regions in Oakland, Hayward, Castro Valley, and Fremont. Sites and schedules evolve based on the shifting geography of homelessness. ACHCH Street Health teams directly provide street psychiatry and substance use recovery services to unsheltered people sleeping on the streets in the Oakland area, linking many people to the Trust Health Center. ACHCH Street Health teams do not provide mobile crisis services. Crisis Services To contact Alameda County Behavioral Health Crisis Services, please call ACCESS at (800) 491-9099. For emergencies, call 9-1-1.	

Substance Use Treatment (Program)

Page ID	URL	Content	Status
		Title Tag: Substance Use Treatment **|** | Health Care for the Homeless Programs | Health Care for the Homeless | Housing & Homelessness Services | Housing & Homelessness | Alameda County Health **Meta Description:** **Mini Brief:** This page gives a high-level introduction to Program, and introduces the main areas of the Program Website. It may have one or more feature items. Substance Use Treatment Alameda County Health Care for the Homeless (ACHCH) provides a range of substance use and harm reduction services throughout our health center, including Street Health, Shelter Health, and primary care sites such as Trust Health Center and AHS primary care clinics. Substance use services provided at primary care clinics and through street health teams include direct access to Medication-Assisted Treatment (MAT). ACHCH health center providers also provide substance use counseling and referrals to substance use treatment and harm reduction counseling and supplies, including naloxone training and supplies to prevent opioid overdoses. To access substance use treatment, such as detox, residential and day treatment, and Medication-Assisted Treatment, please contact the resources listed below. • AHS Bridge Clinic (direct access to Medication-Assisted Treatment) • LifeLong Trust Health Center	

		ACHCH partners with county-wide substance use system of care: ● ACBH Substance Use Treatment ● Center Point Harm Reduction Providers: ● HEPPAC ● Punks with Lunch ● Map of East Bay Syringe Exchanges ● National Harm Reduction Coalition ● Academy of Perinatal Harm Reduction	

Emergency Services (Program)

Page ID	URL	Content	Status
		Title Tag: Emergency Services | Health Care for the Homeless Programs | Health Care for the Homeless | Housing & Homelessness Services | Housing & Homelessness | Alameda County Health **Meta Description:** **Mini Brief:** This page gives a high-level introduction to Program, and introduces the main areas of the Program Website. It may have one or more feature items. Emergency Services Find resources for air quality, heat, and winter emergencies for providers and people who may be experiencing homelessness. Emergency Services Resources include: [gateway] Heat Emergency Resources [Button - Learn More] Winter Emergency Resources [Button - Learn More]	

		Air Quality Emergency Resources [Button - Learn More]	

Heat Emergency Resources (Program)

Page ID	URL	Content	Status
		Title Tag: Heat | Emergency Services | Health Care for the Homeless Programs | Health Care for the Homeless | Housing & Homelessness Services | Housing & Homelessness | Alameda County Health **Meta Description:** **Mini Brief:** This page gives a high-level introduction to Program, and introduces the main areas of the Program Website. It may have one or more feature items. Heat Emergency Resources The Alameda County Office of Emergency Services maintains a list of open cooling centers in Alameda County: Cooling Center List for Alameda County. Be careful in the summer heat! Extremely hot weather can be very harmful to homeless people – it can be just as bad or worse than the cold. During the COVID-19 emergency, unsheltered people might not be able to access traditional cooling centers such as libraries, senior centers, and other public facilities, which increases the threat of heat-related illness.	

		## Street Outreach Providers Alameda County Health Care for the Homeless (ACHCH) urges all city, county, and community outreach providers to make special efforts to provide outreach to unsheltered people by visiting street and encampment sites, providing bottled water if possible, and, most importantly, carrying out wellness checks for people who may be experiencing heat-related illness. Please contact achch@acgov.org for information on accessing bottled water. Visit the National Weather Service for updated heat-related weather information. You can also find updated information on Alameda County heat-related issues at Alameda County Public Health and Alameda County Office of Emergency Services. Are you feeling the heat? Click here for a flyer with information and learn cooling strategies, symptoms of heat-related illness, and emergency resources. ## Symptoms of Heat-Related Illness Extremely high body temperature (103°+), difficulty breathing, red hot, dry skin (no sweating), dizziness, fatigue, rapid pulse, nausea, confusion, faintness, headaches, muscle cramps, and unconsciousness are all symptoms. If you experience these symptoms, seek medical attention. Be Careful! Heat and sun are threats to the aging population, babies and children, disabled persons, people with medical conditions or who take medication, and people who drink or use drugs. Be Aware! Check on your neighbors, especially those unhoused. If you see someone passed out or not feeling well, don't think they're "just drunk." They could be suffering or dying from a	

		heat-related illness. Check on them to make sure they are okay. Call 9-1-1 and get them help if needed. Wellness Checks! Outreach agencies and concerned neighbors need to reach out to people they know who could be at risk for heat-related illness. Bring water and check on people to make sure they are okay in the heat. Water! People on the streets don't have ready access to water. It is both compassionate and useful to provide bottled water, sunscreen, hats, and umbrellas for protection. Street outreach providers who need access to cases of water to distribute should call ACHCH at (510) 891-8950 for more information. Animals! Pets also suffer from heat-related illnesses. Give them plenty of shade and water and protect their paws from hot pavement. Click here for more information on how to keep your pets safe this summer. Cooling Center! A cooling center is a facility, such as a senior center, community center, or library, where people may go to get out of life-threatening heat during a heat wave. Cooling centers are for everyone, especially those at risk of getting a heat-related illness. In this COVID-19 emergency, many cooling center sites may not be functioning. Please call the cooling center nearest you for hours of operation during hot weather. For more information in other Counties: Contra Costa County	

		Santa Clara County (Updated 02/15/2024)	

Air Quality Emergency Resources (Program)

Page ID	URL	Content	Status
		Title Tag: Air Quality | Emergency Services | Health Care for the Homeless Programs | Health Care for the Homeless | Housing & Homelessness Services | Housing & Homelessness | Alameda County Health **Meta Description:** **Mini Brief:** This page gives a high-level introduction to Program, and introduces the main areas of the Program Website. It may have one or more feature items. Air Quality Emergency Resources We are monitoring air quality forecasts along with county emergency officials. During air quality events, Alameda County Health Care for the Homeless (ACHCH) has N95 masks available for outreach providers who can distribute them to unsheltered people experiencing homelessness. Please contact achch@acgov.org or call (510) 891-8950 to pick up masks. Please go to these two sites for up-to-date information about local air quality levels: Regional/Bay Area Wide: Air Now (EPA) Local (by city): BAAQMD (Bay Area Air Quality Management District) Map-based, official sources: Air Visual California Wildfires Smoke Forecasts: California Smoke Information	

		Wildfire Smoke & Your Health FAQ Alameda County has a list of clean air facilities and cooling centers to take refuge from unhealthy air quality. We also urge everyone to sign up for Alameda County Emergency Alert (AC Alert) to receive updates via text or email. When dangerous and unhealthy air quality settles upon the county, all residents, especially aging people, children and people with medical conditions, are put at high risk. Review current Countywide guidance when air levels are in the "unhealthy" or higher range. The best option for everyone, especially children, the elderly, and persons with chronic breathing or heart issues, is to stay indoors with windows and doors closed and limit or avoid outdoor activities. Alameda County has a list of clean air facilities and cooling centers to take refuge from unhealthy air quality. ● There is no clear evidence that N95 respirator masks used by the general public are beneficial to a person's health during a poor air quality event, and they can actually make it harder for some people to breathe. ● N95 masks or higher are a last resort for people without access to safer indoor filtered air. ● According to statewide air mask guidance, some specific masks (N95s or higher) may be helpful for those who must be outdoors for long periods, but they must fit well and provide a tight seal around the wearer's mouth and nose to be effective. ● N95 masks require a tight seal to work, so they may not protect men with beards or young children. ● Persons with chronic breathing or heart issues or other medical conditions should check with their health care provider before using an N95 mask, as they can make breathing more difficult. ● Bandanas (wet or dry), paper or surgical masks, or tissues held over the mouth and nose will not	

		protect from wildfire smoke or small particulate matter in the air. People living outdoors, in tents, or on the streets should exercise special caution. Best practice is to get indoors, especially in places where there is ventilation and air filters. Click here for county-wide cooling centers such as libraries, shelters, and cooling centers normally used in case of heat emergencies but equally effective during times of bad air quality. For a list of clean air facilities, click here. Please check to see if these resources are open before going. Another tip for unsheltered persons is to wear appropriate particulate filter masks, such as an N95 mask. If air quality is projected to be at dangerous levels (red) for a sustained period of time, county, city, outreach workers, and community volunteers may distribute N95 air masks to unsheltered persons at risk. To receive or help distribute filter masks, please email us at achch@acgov.org. Masks provide limited but important protection to people in the open air—however, it's best to stay indoors. (Updated 02/15/2024)	

Winter Emergency Resources (Program)

Page ID	URL	Content	Status
		Title Tag: Winter | Emergency Services | Health Care for the Homeless Programs | Health Care for the Homeless | Housing & Homelessness Services | Housing & Homelessness | Alameda County Health **Meta Description:** **Mini Brief:** This page gives a high-level introduction to Program, and introduces the main areas of the Program Website. It may have one or more feature items. Winter Emergency Resources **Winter Emergency Resources** Below is a list of county-wide winter shelters operated in Alameda County: Alameda County Winter and Warming Shelter Resources. The County of Alameda Office of Emergency Services also maintains a list of open warming facilities that are updated in real-time on a city-by-city basis. If you need emergency shelter and housing assistance, please call 2-1-1 (Eden Information and Referral) or contact Alameda County Social Services Agency. Information is also available at Get Help. (Updated 01/29/2024)	

Opioid Overdose Responder and Naloxone Virtual Training (Program)

Page ID	URL	Content	Status
		Title Tag: Opioid Overdose Responder and Naloxone Virtual Training | Health Care for the Homeless Programs | Health Care for the Homeless | Housing & Homelessness Services | Housing & Homelessness | Alameda County Health **Meta Description:** Opioid Overdose Responder and Naloxone Virtual Training PLEASE NOTE: Beginning January 2024, the National Coalition Against Prescription Drug Abuse will be providing the Opioid Overdose Responder and Naloxone training for Alameda County. Please contact them to register for training or if you need additional information regarding the training. Please email us at achch@acgov.org with any questions. If you would like to anonymously report an overdose, please complete and submit this form. We appreciate any information you can provide. Embed: https://forms.office.com/Pages/ResponsePage.aspx?id=LP_9Mm74o0ukfWpEp_RaZOGvjR-wsgdJrRFXIuNk3NFUOVhMNDFOSDZCUVlKREZLSDZOTEI4S1dEUi4u&embed=true	

Alameda County Homeless Mortality (Program)

Page ID	URL	Content	Status
		Title Tag: Alameda County Homeless Mortality | Health Care for the Homeless Programs | Health Care for the Homeless | Housing & Homelessness Services | Housing & Homelessness | Alameda County Health **Meta Description:** Alameda County Homeless Mortality The Alameda County Health Care for the Homeless (ACHCH) and Community Assessment, Planning, and Evaluation (CAPE) programs collaborate to collect, report, analyze, and act upon findings on deaths among Alameda County residents experiencing homelessness. The Alameda County Homeless Mortality report seeks to accurately enumerate deaths among people experiencing homelessness to inform policies and practices to reduce preventable deaths and to reduce the harm that preventable deaths create for families, friends, caregivers, and the community. Homeless Mortality reporting will help our health and housing partners develop interventions to reduce deaths among those experiencing homelessness. We believe no one should die alone or unknown in homelessness. **2022 Alameda County Homeless Mortality Report**	

		These efforts are aligned with the National Health Care for the Homeless Council's Homeless Mortality Working Group. ACHCH encourages community members to support these efforts by: ● Completing and submitting the form below will chronicle deaths among people experiencing homelessness. ● Watching the Homeless Persons' Memorial Day gathering that was held on December 21, 2023. ● Joining the Alameda County Homeless Mortality Task Force. Please contact achch@acgov.org for more information. [embed form: Mortality reporting] Alameda County Community Homeless Mortality Reporting Form [MS Forms iFrame] Archives: 2021 Alameda County Homeless Mortality Report 2018-2020 Alameda County Homeless Mortality Report	

About (Gateway) (Division)

Page ID	URL	Content	Status
		Title Tag: About | Health Care for the Homeless | Housing and Homelessness Services | Alameda County Health **Meta Description:** **Mini Brief:** This page gives a high level introduction to Housing and Homelessness, and introduces the subsections of this area. It may have one or more feature items. ## About Health Care for the Homeless Alameda County Health Care for the Homeless (ACHCH) is a federally-funded health center. ACHCH has been providing health care and case management services to people experiencing homelessness throughout Alameda County since 1988. We coordinate a network of health centers and community-based organizations to increase access and improve care for people experiencing homelessness. We work closely with community contractors and other partners to strengthen homeless health care services, provide direct services, and ACHCH staff directly provides care alongside staff from contracting organizations. Our mission is to treat people experiencing homelessness with respect and kindness, providing the best quality health care possible along with access to social services. We partner with community resources in our common struggle to improve health and end inequality and homelessness.	

For more information, please contact Alameda County Health Care for the Homeless at (510) 891-8950.

[Feature Item]

Sign up for our newsletter

Stay in touch and sign up to get interesting news and updates delivered to your inbox.
[Button: Sign up]

History

[embedded timeline]

About Health Care for the Homeless

### Who We Are [Button - Learn More]	### Health Care for the Homeless Commission [Button - Learn More]
### Community Consumer Advisory Board [Button - Learn More]	### Our Partners [Button - Learn More]

[feature item]

Notice of Privacy Practices

This notice describes how health information about you may be used and disclosed and how you can get access to this information.

[Button - Learn More]

Who We Are (Division)

Page ID	URL	Content	Status
		Title Tag: Who We Are | | About | Health Care for the Homeless | Housing & Homelessness Services | Housing & Homelessness | Alameda County Health **Meta Description:** **Mini Brief:** This page presents the people who are part of Housing and Homelessness, grouped and filterable according to organizational structure. This area should also capture names, titles, and bios of each person who is featured. Who We Are Meet the Health Care for the Homeless team. [People Block - All People Associated with Division Health Care for the Homeless]	

Health Care for the Homeless Commission (Division)

Page ID	URL	Content	Status
		Title Tag: Health Care for the Homeless Commission | About | Health Care for the Homeless | Housing & Homelessness Services | Housing & Homelessness | Alameda County Health **Meta Description:** **Mini Brief:** This page presents the people who are part of Housing and Homelessness, grouped and filterable according to organizational structure. This area should also capture names, titles, and bios of each person who is featured. Alameda County Health Care for the Homeless Commission The ACHCH health center program is overseen by a community-based co-applicant governing board, the Alameda County Health Care for the Homeless Commission. For information on becoming a member of the ACHCH Commission, please check here. Bylaws Ordinance Co-Applicant Agreement ACHCH Orientation Materials Archives Commissioner Login In addition, ACHCH health center services provided by sub-recipient partner Alameda Health Services (AHS)	

		are governed by the Alameda Health System Co-Applicant Board. Please click here to learn more about the AHS Co-Applicant Board. ## Members [People Block - All People associated with Health Care for the Homeless Commission] ## Meetings The Commission meets monthly, and the public is welcome to join. The meeting will be held in person at 1000 San Leandro Blvd, Conf Rm 325, San Leandro, via Zoom link or via phone at (669) 900-9128 (meeting ID#: 947 8219 8310; password: 064822). Please view the Commission agenda for the full details. If you have any questions, please contact achch@acgov.org. June 2024 Executive Committee Meeting June 6, 2024 12 – 1 p.m. Meeting Agenda Commission Meeting June 21, 2024 9 – 11 a.m. Meeting Agenda	

Community Consumer Advisory Board (Division)

Page ID	URL	Content	Status
		Title Tag: Community Consumer Advisory Board | | About | Health Care for the Homeless | Housing & Homelessness Services | Housing & Homelessness | Alameda County Health **Meta Description:** **Mini Brief:** This page presents the people who are part of Housing and Homelessness, grouped and filterable according to organizational structure. This area should also capture names, titles, and bios of each person who is featured. Community Consumer Advisory Board The Alameda County Health Care for the Homeless (ACHCH) Community Consumer Advisory Board (CCAB) meets monthly and helps to maintain a strong patient voice within ACHCH. All members of the CCAB have received services from ACHCH and have experienced homelessness at some point in their lives. One member of the CCAB serves on ACHCH's governing board. For more information, contact David Modersbach at (510) 891-8916 or david.modersbach@acgov.org. Members [People block - All people associated with Community Consumer Advisory Board]	

		April 2024 CCAB Meeting April 12, 2024 12 – 1:30 p.m. ACHCH Community Consumer Advisory Board Actions and Accomplishments February 2023: Alameda Wellness Campus ACHCH CCAB celebrated the groundbreaking of Alameda Wellness Campus, a medical respite and permanent housing project for elders experiencing homelessness, which the CCAB has been championing and supporting for five years. December 2023: Rest in Peace, Jeannette Johnigan December 2023: Homeless Memorial CCAB co-sponsored and participated in the Alameda County Homeless Persons Memorial Day event. December 2023: Joint ACHCH CCAB/ACHCH Commission Meeting CCAB led focused input around governance, roles of people with lived experience, and pet care. September 2023: ACHCH Strategic Plan CCAB provided input and support to the ACHCH 2024-2026 strategic planning process. July 2023: Extreme Weather Planning for Unsheltered Persons CCAB members released recommendations for planning and responding to extreme weather events affecting people experiencing homelessness. June 2023: Summer Solstice Celebration of the Strength and Resilience of People Experiencing Homelessness co-sponsored by the ACHCH CCAB.	

		May 2023: NCHCH Conference ACHCH CCAB consumers participated in the National HCH Council Conference held in Baltimore, MD. May 2023: ACHCH Client Focus Groups ACHCH CCAB members provided support and input to ACHCH program-wide client focus groups. February 2023: ACHCH Patient Experience Surveys, ACHCH approved updates. Archives	

Our Partners (Division)

Page ID	URL	Content	Status
		Title Tag: Our Partners| | About | Health Care for the Homeless | Housing & Homelessness Services | Housing & Homelessness | Alameda County Health **Meta Description:** **Mini Brief:** This page presents the people who are part of Housing and Homelessness Services, grouped and filterable according to organizational structure. This area should also capture names, titles, and bios of each person who is featured. Our Partners Thank you to our many community partners! • Tiburcio Vasquez Health Center • Alameda Health System • LifeLong Medical Care • Bay Area Community Health • Fruitvale Optometry • Onsite Dental	

Our Partners

Alameda County Health

BROWNE MUSSER

ial Information

Thank you to our many community partners!

Work with Us (Division)

Page ID	URL	Content	Status
		Title Tag: Work with Us | Health Care for the Homeless | Housing & Homelessness Services | Housing & Homelessness | Alameda County Health **Meta Description:** **Mini Brief:** This page presents the people who are part of Housing and Homelessness Services, grouped and filterable according to organizational structure. This area should also capture names, titles, and bios of each person who is featured. Work with Us There are no open positions at this time.	

Frequently Asked Questions (Division)

Page ID	URL	Content	Status
		Title Tag: Frequently Asked Questions | Health Care for the Homeless | Housing & Homelessness Services | Housing & Homelessness | Alameda County Health **Meta Description:** **Mini Brief:** This page presents the people who are part of Housing and Homelessness Services, grouped and filterable according to organizational structure. This area should also capture names, titles, and bios of each person who is featured. Frequently Asked Questions **How can I get a motel voucher, food voucher, or emergency assistance?** ACHCH does not have funds for motel vouchers or emergency food assistance. **How can I get help for a homeless person that I know or have seen on the street?** Call 211. While ACHCH cannot come and get someone off the street, we can offer information, resources, and ideas about how to engage someone and offer help, including shelter contacts, resources, and advice on navigating the health and social services system. **I have Medi-Cal. How do I find or change my medical home?** Visit Alameda Alliance for Health or call their Member Services Department Monday – Friday, 8 a.m. – 5 p.m. at (510) 747-4567 or (877) 932-2738. **Where can I get immunizations or a TB skin test?** If you need a TB skin test, call 211 or visit an Alameda County Public Health Immunization	

		location. **Do you provide drop-in services?** Drop-in primary care services are available at Trust Health Center and Alameda Health System. **I am a shelter or other provider. How can I arrange a visit from your mobile health van?** For more information, please call (510) 921-8428 or visit Alameda Health System. **Where can I find a primary care clinic in Alameda County?** Visit our Primary Care page for more information. **Where can I get help or information about enrolling in health insurance?** Call (800) 422-9495 to talk with a health insurance technician. (Updated 02/15/2024)	

Get Help (Division)

Page ID	URL	Content	Status
		Title Tag: Get Help| Health Care for the Homeless | Housing & Homelessness Services | Housing & Homelessness | Alameda County Health **Meta Description:** **Mini Brief:** This page presents the people who are part of Housing and Homelessness Services, grouped and filterable according to organizational structure. This area should also capture names, titles, and bios of each person who is featured. Get Help There are many ways we can provide help. Please find the most appropriate for your needs. Urgent Care [Button - Learn More] Primary Care [Button - Learn More] Substance Use [Button - Learn More] Health Insurance and Benefits [Button - Learn More]	

		Shelter and Housing [Button - Learn More] Gender Affirming Care [Button - Learn More] Reproductive Health [Button - Learn More] Transport [Button - Learn More]	

Urgent Care (Division)

Page ID	URL	Content	Status
		Title Tag: Urgent Care | Get Help| Health Care for the Homeless | Housing & Homelessness Services | Housing & Homelessness | Alameda County Health **Meta Description:** **Mini Brief:** This page presents the people who are part of Housing and Homelessness Services, grouped and filterable according to organizational structure. This area should also capture names, titles, and bios of each person who is featured. Urgent Care **CALL 9-1-1 if you are experiencing a physical or mental health emergency.** For other non-emergency urgent health care needs after business hours, please contact your primary care clinic's after-hours contact number. **Crisis Support**	

		National Suicide Crisis Hotline: Text or dial 988 for direct access to the local suicide or crisis line. Or call (800) 273-8255. **Alameda County Crisis Support Services:** Call (800) 309-2131 or visit their website for a list of Crisis Support Providers. **Acute & Crisis Services - Alameda County Behavioral Health Department (ACBHD):** Call (800) 491-9099 [8:30 a.m. – 5 p.m. Monday – Friday] or go to the ACBH website to seek services or make a referral. **After-hours Medical Care** **CALL 9-1-1 if you are experiencing a physical or mental health emergency.** If you have an established primary care provider or have been assigned a particular clinic as your medical home, you should contact that provider to obtain an appointment. **LifeLong Medical After-hours: (510) 981-4100** **Tiburcio Vasquez Health Center After-hours: (510) 471-5880** **La Clínica de la Raza After-hours: (510) 535-4000** **Bay Area Community Health After-hours: (510) 770-8040** **Roots Community Health Center After-hours: (510) 777-1177** If you do not have an established primary care provider, same-day and after-business hours are listed below: Alameda Health System Daytime Hours Nurse Advice (Highland Hospital, Eastmont, Hayward, Newark Wellness)	

		(510) 437-8341 After-hours Nurse Advice (Highland Hospital, Eastmont, Hayward, Newark Wellness) (855) 602-8148 Alameda Alliance for Health After-hours Nurse Advice (888) 433-1876 **Emergency Dental Care** If you are having a dental emergency or do not have dental coverage, you can access urgent care dental services at: Highland Hospital Dental Clinic E1, E Wing, 1st floor registration 1411 E. 31st St. Oakland, CA 94602 (510) 437-4401 If you have medical coverage through Medi-Cal or HealthPAC, see this list of Alameda County Denti-Cal providers and clinics or call Medi-Cal Service Center at (800) 322-6384. **Tuberculosis Tests** A list of sites throughout the County where people can access tuberculosis tests and vaccines (fees may apply) is available in English and Spanish. Or visit the Alameda County Public Health Department Immunization and Clinic information website.	

Primary Care (Division)

Page ID	URL	Content	Status
		Title Tag: Primary Care | Get Help| Health Care for the Homeless | Housing & Homelessness Services | Housing & Homelessness | Alameda County Health **Meta Description:** Primary Care If you need primary care or want to choose a health home, call 2-1-1 or contact one of our partner organizations directly. **Trust Health Center** 386-14th Street (cross street - Franklin) One block from 12th Street BART Oakland, CA 94612 (510) 210-5050 Hours **Monday - Friday 8:30 a.m. – 4:30 p.m.** **Tuesday 1 – 4:30 p.m.** **La Clínica de la Raza** 3451 East 12th Street Oakland, CA 94601 (510) 238-5642	

Eastmont Wellness 6955 Foothill Blvd. Oakland, CA 94605 (510) 567-5700	Bay Area Community Health Center 39500 Liberty Street Fremont, CA 94538 (510) 770-8040		
Highland Wellness 1411 E. 31st Street Oakland, CA 94602 (510) 437-5039	Axis Community Health Locations in Pleasanton and Livermore (925) 462-1755		
Hayward Wellness 664 Southland Mall Drive Hayward, CA 94545 (510) 266-1700	Newark Wellness 6066 Civic Terrace Ave. Newark, CA 94560 (510) 505-1600		
LifeLong Medical Care Locations in Berkeley and Oakland (510) 891-4100			

Gender Affirming Care (Division)

Page ID	URL	Content	Status
		Title Tag: Gender Affirming Care | Get Help| Health Care for the Homeless | Housing & Homelessness Services | Housing & Homelessness | Alameda County Health **Meta Description:** Gender Affirming Care Resources: • Bay Area Community Health: TransVision • Alameda Health Consortium • Oakland LGBTQ Center • Kaiser Permanente East Bay • Planned Parenthood Oakland • Trans Thrive – San Francisco Community Health Center • Pacific Center for Human Growth • East Bay Trans & Queer Counseling: Therapy for Our Community • WORLD • Parivar Bay Area	

		• TGI Justice Project/ San Francisco • Global Transgender Safety Tasks Force USA Inc./ San Francisco • Sutter Health - Gender Care • Our Trans Home/ San Francisco • TransGender San Francisco • TransHealthCare	

Reproductive Health (Division)

Page ID	URL	Content	Status
		Title Tag: Reproductive Health| Get Help| Health Care for the Homeless | Housing & Homelessness Services | Housing & Homelessness | Alameda County Health **Meta Description:** Reproductive Health • Alameda County Public Health - Family Planning • Alameda County Public Health - Family Planning Providers Income & Benefits for families with children and expectant mothers: • CalWORKS Childcare Resources: • Bananas • Community Child Care Council of Alameda County (4C's)	

Substance Use Treatment (Division)

Page ID	URL	Content	Status
		Title Tag: Substance Use Treatment | Get Help| Health Care for the Homeless | Housing & Homelessness Services | Housing & Homelessness | Alameda County Health **Meta Description:** Substance Use Treatment To access substance use treatment, such as detox, residential and day treatment, and medication-assisted treatment, please contact the resources listed below. AHS Bridge Clinic (direct access to Medication Assisted Treatment) LifeLong Trust Health Center ACHCH partners with county-wide substance use system of care: ACBH Substance Use Treatment Center Point	

		Harm Reduction Providers: HEPPAC Punks with Lunch Map of East Bay Syringe Exchanges National Harm Reduction Coalition Academy of Perinatal Harm Reduction Visit our Substance Use Treatment page for more information.	

Health Insurance and Benefits (Division)

Page ID	URL	Content	Status
		Title Tag: Health Insurance and Benefits | Get Help| Health Care for the Homeless | Housing & Homelessness Services | Housing & Homelessness | Alameda County Health **Meta Description:** Health Insurance and Benefits For help enrolling in Medi-Cal, Covered California, HealthPAC, or other forms of health insurance, contact an Alameda County Health Health Insurance Enrollment counselor at (800) 422-9495 or get more information. Services are offered regardless of immigration status. Alameda County's HealthPAC program provides health coverage for people who are not eligible for Medi-Cal due to immigration status or other reasons. You can also enroll in health insurance at community health clinics by calling one of the primary care centers. For information about obtaining Social Security disability and other benefits, visit Alameda County Social Services Agency or call (510) 263-2420.	

Shelter and Housing (Division)

Page ID	URL	Content	Status
		Title Tag: Shelter and Housing | Get Help| Health Care for the Homeless | Housing & Homelessness Services | Housing & Homelessness | Alameda County Health **Meta Description:** --- Shelter and Housing If you are looking for housing or services, please call 2–1–1. 211 connects Bay Area residents with health and human service programs in their local community. Resources include:	

		• Basic needs—food, clothing, rent assistance, emergency shelter • Physical and mental health—crisis intervention, counseling, children's health insurance • Employment assistance—job search help, unemployment benefits, education programs • Senior support—adult day care, meals, transportation • Volunteer opportunities • Disaster recovery • Free tax preparation • Summer lunch programs Call 2–1–1 or visit the website: 211alamedacounty.org. **Alameda County Winter Shelters and Warming Centers** Winter Shelter and Warming Centers Winter shelters and warming centers where unsheltered and vulnerable people can go to stay warm this winter. Summer Heat Emergency Cooling Centers Local cooling centers where unsheltered and vulnerable people can go to get relief from the heat during the day.	

Transportation (Division)

Page ID	URL	Content	Status
		Title Tag: Transportation| Get Help| Health Care for the Homeless | Housing & Homelessness Services | Housing & Homelessness | Alameda County Health **Meta Description:** --- Transportation You can get more information about Low and No-Cost Transportation Options in Alameda County.	

For Providers & Partners (Gateway) (Division)

Page ID	URL	Content	Status
		Title Tag: For Providers & Partners | Health Care for the Homeless | Housing & Homelessness Services | Housing & Homelessness | Alameda County Health **Meta Description:** **Mini Brief:** This page presents the people who are part of Housing and Homelessness Services, grouped and filterable according to organizational structure. This area should also capture names, titles, and bios of each person who is featured. For Providers & Partners Providers and partners, please find guidance below to promote health in congregate shelters, housing, and service centers. [Featured Item] https://www.achch.org/uploads/7/2/5/4/72547769/achch_homeless_provider_covid-19_and_respiratory_illness_guidance_01102024.pdf Communicable Illnesses in Street and Shelter Locations [Button: Learn more] Covid-19 and Respiratory (Airborne) Illness [Button: Learn more]	

		Air Quality in Homeless Shelters and Service Centers [Button: Learn more]	

Communicable Illnesses in Street and Shelter Locations (Division)

Page ID	URL	Content	Status
		Title Tag: Communicable Illness | For Providers & Partners | Health Care for the Homeless | Housing & Homelessness Services | Housing & Homelessness | Alameda County Health **Meta Description:** Communicable Illnesses in Street and Shelter Locations Alameda County Health Care for the Homeless (ACHCH) works closely with the Alameda County Public Health Department's Division of Communicable Disease Control & Prevention (DCDCP) in an effort to prevent transmission of communicable diseases and respond to incidences of communicable diseases in shelters, homeless service centers, and in street/encampment settings in Alameda County. ACHCH and DCDCP have jointly developed a toolkit to support homeless service providers in carrying out the fundamental strategies to prevent communicable diseases in shelters, streets, and homeless services centers: 1. Create an internal process to identify outbreaks or incidences of a communicable disease. 2. Educate staff and residents to recognize specific disease patterns. 3. Document cases of similar etiology/symptoms with sufficient details to track the source of the disease outbreak. 4. Rapidly implement measures to control the spread of illness based on the mode of transmission of suspected infectious disease, including isolation, PPE use, hand	

		hygiene, cleaning, and disinfection. 5. Notification to ACHCH and the local health department of an outbreak to secure expertise and help in managing the outbreak. Select Communicable Diseases and Infection Control Practices in Congregate Settings Shigella Advisory for Homeless Health Care and Services Providers (02/16/2024)	

COVID & Respiratory Illness (Division)

Page ID	URL	Content	Status
		Title Tag: COVID & Respiratory Illness | For Providers & Partners | Health Care for the Homeless | Housing & Homelessness Services | Housing & Homelessness | Alameda County Health **Meta Description:** Covid-19 and Respiratory (Airborne) Illness Guidance for Providers and Partners COVID-19, as well as other airborne respiratory illnesses such as influenza, RSV, colds, and many other viruses, can spread among shelter and homeless services participants and staff. As we collectively work to ensure safer, healthier living environments in shelters and homeless programs, we recognize that COVID-19 is an ongoing presence, just like flu, RSV, and colds. Our shared goals are to prevent serious illness and death from respiratory diseases and support the health and wellness of all shelter residents and staff. [Feature Item] COVID-19 and Respiratory Illness Guidance for Homeless Shelters and Services Providers View the Alameda County Health Care for the Homeless (ACHCH) COVID-19 and Respiratory Illness Guidance for Homeless Shelters and Services Providers.	

		[Button: Learn More] ACHCH will continue to work closely with our partners in the Alameda County Public Health Department (ACPHD) to coordinate responses and communicate with our community partners. Positive cases (or "case counts"), hospitalizations, outbreaks, and wastewater monitoring all inform countywide responses to COVID-19. County Health Officer and ACHCH guidance will be posted on our webpages and actionable updates to guidance will be emailed to our provider community. The following ACHCH Homeless Provider guidance is aligned with the more detailed and informative ACPHD Preventing & Controlling Outbreaks in Unlicensed Congregate Living Facilities guidance. **Vaccination to protect against COVID-19 and Flu** Staying up-to-date with all recommended COVID-19 vaccine doses is the best way to protect against serious illness and death caused by COVID-19. For information on where to get vaccinated, visit the Alameda County Community Vaccination Clinics. If your site is interested in potentially hosting a mobile vaccination team, submit a request here. **Screening for Contagious Illness** Shelter and homeless services provider staff should screen program participants AND staff daily for symptoms of potentially contagious illnesses and maintain a log of participant and staff screenings: ● Shelters should accept clients with symptoms and/or who are positive for COVID-19 if the risks of transmission can be mitigated on-site. ● Post signs reminding staff and visitors of the importance of masking, hand hygiene, and symptoms of COVID-19.	

		## Testing for COVID-19 Shelter and homeless services providers can have over-the-counter (OTC) COVID-19 rapid test kits available for staff and residents to use. Larger-scale screening testing of possibly exposed asymptomatic people may be recommended when Alameda County CDC COVID-19 levels are medium or high or when there is an active outbreak in your facility. ● You can register with the Alameda County Emergency Services warehouse to order free OTC rapid COVID-19 test kits. In the Resources section, you can "Create Account and Request COVID-19 Supplies." Supplies are limited. ● Homeless Services Providers can access OTC rapid COVID-19 test kits from the ACHCH program. To order and pick up, please contact a Regional Coordinator in your region or email achch@acgov.org. ● Get familiar with and share tips and techniques for self-testing with resources from the ACPHD COVID-19 website. ● Community testing is still available in Alameda County. Many of these sites provide PCR and rapid testing, free test kits, onsite COVID-19 treatment, and health care enrollment and other services. ● Clients who are symptomatic but test negative should be retested at least once, ideally three times in total. ● Clients with persistent symptoms who are COVID-19 negative should be referred to a health care setting for assessment, including testing for influenza. **Treatment for COVID-19 and Flu** Don't delay treatment for COVID-19. Be prepared to help staff and/or participants contact their health care providers AS SOON AS THEY TEST POSITIVE. Treatment is effective and free. ● People who are uninsured or can't reach their provider can speak with a health care provider for FREE by phone at (833) 686-5051 (6 a.m. – 4 p.m. PST, seven days a week) or by video appointment at sesamecare.com/covidca.	

		• There are also treatments available for influenza. Staff and/or participants should be supported in contacting their primary care provider. **Respond to Positive COVID-19 Cases** First steps for someone who is confirmed to be COVID-19 positive are to (1) provide a well-fitting mask or respirator for the ill individual (or PWC – person with Covid) to wear at all times, (2) separate the ill individual from others as much as possible, especially those at risk for severe disease, (3) refer ill individual for antiviral treatment, (4) provide KN95 masks to those individuals with unavoidable close contact with ill individual(s). **Shelter or Program Participants:** • A resident or client with symptoms of possible COVID-19 should be masked and placed in a separate space and tested for COVID-19. If a person tests positive for COVID-19, they should follow instructions for isolation from CDPH and CDC. • Facilities should be prepared to accept and isolate residents on-site who either have or are symptomatic for COVID-19. Ideally, a client would be placed in a private room or co-horted in a room with other COVID-19-positive clients to avoid the spread of the virus within a facility. The client should wear a well-fitting mask or respirator when using shared facilities such as restrooms. • If a designated space for isolation is not available, reduce transmission by optimizing ventilation in the infected client's area and maximizing the physical distance between the infected client and others. Work to clearly separate more medically fragile or vulnerable residents from potentially infected persons. **Staff**: • Staff with symptoms of possible COVID-19 should be excused from on-site work around other people pending COVID-19 test results. If symptoms persist, consider self-isolation and retesting daily for two days as recommended by CDPH.	

		• Staff who test positive for COVID-19 must be excluded from the workplace until they meet all return-to-work requirements.
		* For additional specific guidance on on-site isolation and quarantine, please review these documents: ACHCH Ventilation Toolkit (Appendix 5); ACPHD Guide for On-site Isolation & Quarantine for Unlicensed Group Living Settings, and CDPH Best Practices for Ventilation of Isolation Areas.
		
		Reporting COVID-19 Cases:
		• One to four COVID-19 cases: Providers may choose to inform the ACHCH program of COVID-19 cases at their facility. This will help our surveillance efforts and ACHCH staff support providers with their questions or concerns.
		  • Call an ACHCH Regional Coordinator
		  • For City of Berkeley providers, submit a confidential email to COBCD@cityofberkeley.info and cc Jennifer Vasquez: JVasquez@cityofberkeley.info.
		• Five or more COVID-19 cases within a 7-day period in residents and/or staff: Providers are required to report to covidob@acgov.org and then the SPOT Shared Portal for Outbreak Tracking Intake Form. For City of Berkeley providers, submit a confidential email to COBCD@cityofberkeley.info and cc Jennifer Vasquez: JVasquez@cityofberkeley.info.
		
		Improve Ventilation and Physical Distancing
		Improving Ventilation
		Services providers can develop on-site isolation and risk-mitigation capacity using the toolkits below. Healthy strategies that mix, filter, and dilute the air in your facility reduce the risk of airborne transmission of infectious diseases such as COVID-19, RSV, Flu, and colds:	

		• ACHCH Ventilation Toolkit (Appendix 5) and online training. • CDPH Best Practices for Ventilation of Isolation Areas. • Ensure that your facility is using Portable Air Cleaners to filter air and protect staff and residents. Enroll in the ACHCH BAAQMD Clean Air Center program to access portable air cleaners. **Maintain Distancing** Ensure that physical distancing is carried out as much as possible: • Beds should be positioned head to toe, with heads positioned as far apart as possible. • Consider serving meals or gathering people in a staggered manner to reduce the number of people crowded together. • Review the above toolkits for more details on physical distancing in shelter and congregate settings. **Masking for Shelter Staff and Residents** Shelter and homeless service programs should purchase KN95 and surgical masks for use when indicated to prevent the spread of respiratory illnesses. Masking is not currently mandatory but may be helpful in limiting the spread of any respiratory illnesses. • Anyone who is coughing or sneezing should wear at least a surgical mask around other people and while in an indoor congregate setting. • People with positive COVID-19 tests should continue wearing a well-fitted mask until 10 days after symptoms began. • Anyone who has close and regular contact with someone symptomatic should consider wearing a KN95 mask. • Anyone, especially those at very high risk for severe respiratory disease, should consider wearing a KN95 mask in crowded indoor settings.	

		• Clients and staff may be required to wear masks during an outbreak or in times of high community transmission. County indoor mask-wearing rules and recommendations will change based on conditions. Updates are posted here. • You can register with the Alameda County Emergency Services warehouse to access COVID-19 PPE and other supplies when available (see "Testing for COVID-19" and "Resources" sections for link). **Keep Up-to-Date: COVID-19 Guidance and Surveillance** Please keep up on emerging trends with the below resources, and by staying in contact with the ACHCH program. • Alameda County Health Officer COVID-19 Updates • Alameda County COVID-19 data • State/County-level data • Federal CDC data tracker **ACHCH Homeless Provider COVID-19 Community Calls** Zoom Meetings are held on the 2nd Wednesday of the month from 10:30 – 11:30 a.m. ACHCH will answer questions, share updates, and provide resources to the community of homeless services providers. If you are a homeless services provider and would like to be added to this email distribution list, please email achch@acgov.org. **ACHCH Regional Coordinators** Homeless services providers can reach out to the following ACHCH Regional Coordinators as needed for consultation, questions, and issues related to concerns about respiratory illnesses, including COVID-19, among people experiencing homelessness:	

- North County (Albany, Berkeley, Emeryville): Andrea Zeppa; Phone: (510) 912-8610; Email: Andrea.Zeppa@acgov.org
- Oakland: Lynette Ward; Phone: (510) 504-1298; Email: Lynette.Ward@acgov.org
- Mid County (Alameda, Hayward, San Leandro, Castro Valley, Unincorporated): Phil Clark; Phone: (510) 504-1294; Email: Phil.Clark@acgov.org
- South & East County (Fremont, Newark, Livermore, Dublin, Pleasanton, Union City) Hanna Toda; Phone: (510) 891-8943; Email: Hanna.Toda@acgov.org

Resources

- Alameda County Public Health COVID-19 Guidance: Preventing & Controlling COVID-19 Outbreaks in Unlicensed Congregate Living Facilities (November 7, 2023)
- California Department of Public Health COVID-19 Isolation Guidance (January 2024)
- CDC COVID-19 Document
- Alameda County Emergency Medical Services (EMS): Create Account and Request COVID-19 Supplies: One account per organization; Supplies are limited.
- CAL-OSHA COVID-19 Prevention Non-Emergency Regulations

Alen BreatheSmart 75i Air Purifier Top Speed: 350 Cubic Feet Minute (CFM) CADR: 347 Noise: 49dB	Smart Health Blast Top Speed: 1300 Cubic Feet Minute (CFM) CADR: 1360 Noise: 43 dB

Air Quality in Homeless Shelters and Service Centers (Division)

Page ID	URL	Content	Status
		Title Tag: Environmental Health | For Providers & Partners | Health Care for the Homeless | Housing & Homelessness Services | Housing & Homelessness | Alameda County Health **Meta Description:** **Mini Brief:** This page presents the people who are part of Housing and Homelessness Services, grouped and filterable according to organizational structure. This area should also capture names, titles, and bios of each person who is featured. Air Quality in Homeless Shelters and Service Centers Improving indoor air quality in congregate shelter, housing, and service centers is a key strategy to reduce the risk of transmission of COVID-19 and other infectious diseases that are transmitted through the air. Adequate ventilation and filtration are important ways to improve indoor air quality. Improving the quality of indoor air with ventilation and filtration decreases the number of airborne viruses and other infectious particles that accumulate in the air of our shared spaces, helping to reduce the airborne transmission of COVID-19 and other viruses or germs such as influenza, colds, and tuberculosis. This creates a healthier and more protective environment for staff, residents, and visitors. Improving air quality is just ONE part of creating a healthy environment! Shelter and congregate providers work on multiple levels to create environments that reduce	

		the risk of transmission of airborne diseases among residents and staff in homeless congregate settings. Some of the key lessons we have learned during the COVID-19 pandemic will continue to be used now and into the future:
		
		• Screen for symptoms
		• Immunize
		• Mask up
		• Make space for physical distancing
		• Test regularly
		• Receive treatment
		• Follow program protocols
		• Improve ventilation
		
		Air Quality and Environmental Health Resources
		
		• Request ACHCH On-Site Technical Assistance/Assessment of Alameda County Homeless Shelter or Service Center facility
		• State of California Occupational Safety and Health (CAL/OSHA) COVID-19 Prevention Non-Emergency Regulations
		• CAL/OSHA Aerosol Transmissible Diseases:
		  • Fact Sheet
		  • Standards
		  • Guide
		Download: Homeless Services Providers Ventilation Toolkit
		
		Watch: Improving indoor air quality in homeless shelters and congregate settings training	

(March 1, 2023)

Enroll in the ACHCH BAAQMD Clean Air Center program for portable air cleaners:

- Enroll your site (Alameda County providers ONLY)
- Review roles and responsibilities for clean air center providers
- Submit annual clean air center utilization report by January 15th of each year

Below are the Portable Air Cleaners (PACs) distributed by ACHCH as part of the BAAQMD Clean Air Center program.

Alen BreatheSmart 75i Air Purifier Top Speed: 350 Cubic Feet Minute (CFM) CADR: 347 Noise: 49dB	Smart Health Blast Top Speed: 1300 Cubic Feet Minute (CFM) CADR: 1360 Noise: 43 dB

What We Do (Division)

Page ID	URL	Content	Status
		Title Tag: What We Do | Health Care for the Homeless | Housing & Homelessness Services | Housing & Homelessness | Alameda County Health **Meta Description:** What We Do Alameda County Health Care for the Homeless (ACHCH) is a program of Alameda County. We coordinate a network of health centers and community-based organizations to increase access and improve care for people experiencing homelessness in Alameda County. We work closely with our contractors and community partners to strengthen services, and in some cases, ACHCH staff directly provides care alongside staff from contracting organizations. Health Care Services Since 1988, ACHCH has provided health care and case management services to persons experiencing homelessness throughout Alameda County. Current services include comprehensive primary care with integrated behavioral health at sites throughout Alameda County, urgent care and street medicine at shelters and on the streets, substance use outreach and treatment, specialty medical care, dental and optical care, and case management. In 2018, ACHCH provided 45,035 medical and social support service encounters to 9,987 people experiencing homelessness throughout Alameda County.	

Policy Research and Education

ACHCH researches key policy issues and educates community members and policymakers. Policy analysis is rooted in direct service experience and informed by the perspectives and involvement of our clients, staff, board members, and community partners. ACHCH supports equity in health care and housing through our Community Consumer Advisory Board, involvement in County and statewide initiatives, including coordination and prioritization of permanent supportive housing, and energetic participation in the National Health Care for the Homeless Council.

Communicable Illnesses in Street and Shelter Locations

Alameda County Health Care for the Homeless (ACHCH) works closely with the Alameda County Public Health Department's Division of Communicable Disease Control & Prevention (DCDCP) in an effort to prevent transmission of communicable diseases and respond to incidences of communicable diseases in shelters, homeless service centers, and in street/encampment settings in Alameda County.

ACHCH and DCDCP have jointly developed a toolkit to support homeless service providers in carrying out the fundamental strategies to prevent communicable diseases in shelters, streets and homeless services centers:

1. Create an internal process to identify outbreaks or incidences of communicable diseases.
2. Educate staff and residents to recognize specific disease patterns.
3. Document cases of similar etiology/symptoms with sufficient details to track the source of the disease outbreak.
4. Rapidly implement measures to control the spread of illness based on the mode of

		transmission of suspected infectious disease, including isolation, PPE use, hand hygiene, cleaning, and disinfection. 5. Notification to ACHCH and the local health department of an outbreak to secure expertise and help in managing the outbreak. Select Communicable Diseases and Infection Control Practices in Congregate Settings Shigella Advisory for Homeless Health Care and Services Providers (02/16/2024)	

Updates (Division)

Page ID	URL	Content	Status
		Title Tag: Updates | Health Care for the Homeless | Housing & Homelessness Services | Housing & Homelessness | Alameda County Health **Meta Description:** **Mini Brief:** This page presents all of the "Updates" associated with Environmental Health. Updates See below for updates related to Health Care for the Homeless . Recent Updates [Updates Block w/ Pagination - All updates] [source is NEWS - newsletter and updates] https://www.achch.org/news **Alameda County Health Care for the Homeless Quarterly Newsletter (January - March 2024)** 2/15/2024 The ACHCH quarterly newsletter is out! Read it here! Highlights:	

		• Welcome new OHCC Director Jonathan Russell, PhD • Saying Goodbye to Kerry Abbott, Founder & Director of OHCC • Point-in-Time Count 2024 • Alameda Point Collaborative Groundbreaking Ceremony • Home Together 2026 Community Plan Update • Congratulations, Terri Moore, ACHCH Contracts Manager **ACHCH National Homeless Persons' Virtual Memorial Day Event** 12/29/2023 On Winter Solstice, the longest night of the year, communities across the country observed National Homeless Persons' Memorial Day. ACHCH honored each community member who has passed away and touched our lives on Thursday, December 21, 2023. The event was a space of learning, healing, and commitment to continue our work to improve health and reduce preventable deaths among the people we serve. Thank you to those who joined us in honoring and celebrating the lives of those community members who passed away. View the video of the memorial **Local experts demonstrate life-saving measures for opioid overdose** 12/12/2023 Mike Snow and Sabrina Fuentes of The HIV Education and Prevention Project of Alameda County talk about the life-saving measures for someone experiencing an opioid overdose. For more information on how to get involved, visit heppac.org. View the video of the KTVU news story.	

		ACHCH Quarterly Newsletter (September 2023) 9/27/2023 The ACHCH quarterly newsletter is out! Read it here! A few highlights: • ACHCH Welcomes New Medical Director Dr. Amy Garlin • Summer Solstice Event - June 21st • Office of Homeless Care & Coordination Data Dashboard Newsletter Archives February 2024 December 2023 September 2023 May 2023 April 2023 March 2023 December 2022 August 2022 June 2022 May 2022 April 2022 November 2021 June 2021 April 2021 March 2021 December 2020 November 2020	

		September 2020 August 2020 May 2020 March 2020 February 2020 September 2019 July 2019 September 2018 November 2017 January 2017 December 2016 November 2016 October 2016 September 2016 July 2016 May 2016 April 2016 March 2016 January 2016 October 2015	

Resource Library (Division)

Page ID	URL	Content
		Title Tag: Resource Library | Health Care for the Homeless | Housing & Homelessness Services | Housing & Homelessness | Alameda County Health **Meta Description:** **Mini Brief:** This is an area intended to express key data resources that help to express how Program is using data to constantly learn about the needs of the community, and how to measure the effectiveness of its approach. It also should contain a block of Data and Dashboard resources. Health Care for the Homeless Resources See below for resources related to Housing and Homelessness Services. Health Care for the Homeless Resource Library **Training Resources [collection]** **2024 Trainings** Working with People with Psychosis (May 22) ● Video ● Presentation Slides (pdf) Navigating Older Adult Services in Alameda County (April 24)

		• Video • Presentation Slides (pdf) • GART Referral Form (pdf) • Authorization to Disclose (pdf) Understanding Palliative Care for People Experiencing Homelessness (March 27) • Video • Presentation Slides: Living on the Edge of the Edge - San Francisco Public Health Dept. (pdf) • Presentation Slides: Clinical Services & End of Life Care - Cardea Health (pdf) Navigating Alameda County Behavioral Health's Specialty Mental Health Services (February 28) • Video • Presentation Slides (pdf) Harm Reduction (Part One): Working with People Who Use Drugs (January 24) • Video • Presentation Slides (pdf) Harm Reduction (Part Two): Common Risk Factors & Interventions for People Who Use Drugs (January 31) • Video • Presentation Slides (pdf) **2023 Trainings** Helping Our Most Medically Complex Clients (December 13)

		• Video • Presentation Slides (pdf) • Resources for Medically Complex Clients (pdf) Communicable Disease Control for Shelter Providers (November 8) • Video • Presentation Slides (pdf) • Select Communicable Diseases and Infection Control Practices in Homeless Congregate Settings (pdf) Accessing Medical Care: Homeless Healthcare Team Approach (October 25) • Video • Presentation Slides (pdf) Ethics & Boundaries When Working with Unhoused Communities (September 27) • Video • Presentation Slides (pdf) Racism, Homelessness, and Trauma Informed Care (April 26) • Video

		• Racism, Homelessness, and Trauma Informed Care (pdf) • Exploring the Faces of Homelessness: Pathways and Humanism (pdf) Harm Reduction (March 22) • Video • Presentation Slides (pdf) De-escalation (February 22) • Video • Presentation Slides (pdf) **2022 Trainings** Bed Bugs & Other Blood Feeding Vectors (November 16) • Video • Presentation Slides (pdf) CalAim (October 26) • Alameda County Social Services Presentation • Anthem Presentation Cultural Bias & Intersectionality (October 12)

		• Video • Presentation Slides (pdf) LGBTQI+ 101: Part One (September 28) • Video • Presentation Slides (pdf) LGBTQI+ 101: Part Two (October 5) • Video • Presentation Slides (pdf) Coordinated Entry (July 27) • Video • Presentation Slides (pdf) • Chronic Homelessness Verification Packet (pdf) • Home Stretch Disability Verification (pdf) • Home Stretch Housing Match Documentation Checklist (pdf) • Home Stretch Matching Process FAQ (pdf) • Third-Party Verification of Homelessness - Professional Assessment of Living Situation (pdf) HIV/HCV Testing & Linkage (May 25) • Video

		• Presentation Slides (pdf)
		• HIV test result disclosure (topic: delivering a positive test result, video length: 9 minutes, source: CA Prevention Training Center)
		  • Some things we might do differently:
		  • Offer treatment that day (rapid ART).
		  • Give more time and opportunities for the client to speak and share their concerns (talk less, listen more).
		
		Managing End-of-Life Care for Homeless Patients (April 27)
		• Video
		• Presentation Slides (pdf)
		
		Working With People With Psychosis (March 23)
		• Video
		• Presentation Slides (pdf)
		
		Harm Reduction (February 23)
		• Video
		• Presentation Slides (pdf)
		
		Trauma Informed Care
		• Video

		• Presentation Slides (pdf) De-escalation (January 26) • Video • Presentation Slides (pdf) Self-Care and Stress Reduction for Mental Health • Video • Presentation Slides (pdf) Emergency Preparedness • Video **Research and Publications** Alameda County Point in Time Count 2024 • Alameda County's bi-annual point-in-time count of people experiencing homelessness. Alameda County Homeless Mortality Report 2021 • The Alameda County Homeless Mortality report seeks to accurately enumerate deaths among people experiencing homelessness to inform policies and practices to reduce preventable deaths and to reduce the harm that preventable deaths create for families, friends, caregivers, and the community. Homeless Mortality reporting will help our health and housing partners develop interventions to reduce deaths among those experiencing homelessness.

		Poster: Convening a Community of Care to Respond to the COVID-19 Crisis (2022) • Poster presented at the 2022 National Health Care for the Homeless Council conference detailing the importance of community coordination and highlighting ACHCH's work in partnership with local government and community members in responding to COVID-19. EveryOne Counts! Alameda County Point in Time Count 2022 • EveryOne Counts! is Alameda County's bi-annual point-in-time count of people experiencing homelessness. The most recent count took place in February 2022. Click here for detailed information. Alameda County Homeless Mortality Report 2018-2020 • The Alameda County Health Care for the Homeless (ACHCH) and Community Assessment, Planning, and Evaluation (CAPE) teams have released the County's first-ever Homeless Mortality Report, a retrospective report on homeless deaths from 2018 to 2020 in Alameda County. A Mobile Buprenorphine Treatment Program for Homeless Patients with Opioid Use Disorder • Psychiatry Online published an article authored by Colin Buzza, M.D., M.P.H., Andrea Elser, B.A., and Jeffrey Seal, M.D. regarding opioid-related overdose deaths. EveryOne Counts! Alameda County Point in Time Count 2019 • EveryOne Counts! is Alameda County's bi-annual point-in-time count of people experiencing homelessness. The most recent count took place in January 2019. Click here for information. Alameda County Health Care for the Homeless Uses the StreetHealth Team to Treat SUD on the Street • In 2017, ACHCH developed the StreetHealth Team using HRSA funding. This multi-disciplinary team works out of a small mobile unit led by a psychiatrist and includes a substance-use-credentialed nurse and outreach workers.

		Alameda County Health Care for the Homeless Strategic Plan ● 2019-2021 Strategic Plan for ACHCH County of Alameda Homelessness Solutions Action Plan 2018-2021 ● A three-year Homelessness Action Plan sets forth a plan for Alameda County to invest $340 million over the next three years toward addressing homelessness. Housing Oakland's Unhoused: Community-based Solutions (2018) ● Dellums Institute for Social Justice/Just Cities, The Village, and The East Oakland Collective worked with the UC Berkeley Goldman School of Public Policy in 2018 to form the Housing & Dignity Project to advance community solutions. HOPE/Home Study ● The HOPE/Home study follows a cohort of 350 older homeless adults in Oakland, California, over three years, using clinical assessments and structured interviews to assess geriatric conditions (functional, cognitive, and sensory impairment), housing history, behavioral health (mental health and alcohol and illicit substance use), physical health (chronic diseases), and acute healthcare utilization (Emergency Department visits, inpatient hospitalizations, and skilled nursing facility placement). David Modersbach, ACHCH Grant Manager, serves on the Advisory Board for the HOPE/Home study. Alameda County Homelessness Solutions Summit ● On February 22, 2018, the Alameda County Homelessness Solutions Summit was held in San Leandro, CA. The summit was convened to bring together County and City officials, policymakers, advocates, and the people experiencing homelessness in Alameda County. They spent the day discussing solutions to homelessness and recognizing that we're all in this together, even though we have separate and distinct jurisdictional responsibilities. Watch a

video that was created for the summit. For more information, visit Alameda County Homelessness Solutions Summit.

Overview of Homelessness in Alameda County (2016)

- This press kit, prepared in June 2016, provides statistics and anecdotes that describe the state of homelessness in Alameda County. The report also addresses the causes of homelessness and the county's approach to reducing homelessness. Direct service programs are listed, as well as policy and structural initiatives such as coordinated entry, prioritized access to permanent supportive housing, and a proposed housing bond ballot measure.

Hayward Homeless Assessment 2016

- A community-wide assessment of homelessness conducted by the Hayward Task Force to End Hunger and Homelessness and Cal State East Bay.

2015 Health Care Needs Assessment of Persons Experiencing Homelessness in Alameda County

- As an HRSA-funded Health Center, Alameda County Health Care for the Homeless (ACHCH) carries out a periodic Needs Assessment to help inform the program and determine the health care needs of persons experiencing homelessness. Our most recent Needs Assessment was carried out in 2015, updated in 2018, and is based on the evaluation of a variety of utilization, survey and research data.

Homeless Health Care Reports and Resources:

- National Health Care for the Homeless Council Clinical Practices: A wealth of resources from clinical guidelines, diseases and conditions, resources, materials and connections for clinical providers.

		Other Reports • Development Without Displacement (2014) presents the health impacts of rising housing costs which are pushing lower-income Alameda County residents out of their communities. • Without Housing (2010), published by the Western Regional Advocacy Project, focuses on the primary reason so many people are homeless in the United States today: the near elimination of the federal government's commitment to building, maintaining, and subsidizing affordable housing. • Rebuilding Neighborhoods, Restoring Health: A Report on the Impacts of Housing Foreclosures on Public Health (2010) describes the health and economic impacts that foreclosures have had on individual residents and neighborhoods in Oakland, roots the current crisis in the history of housing discrimination, and provides recommendations to help mitigate and prevent further health impacts.

Contact Us (Division)

Page ID	URL	Content	Status
		Title Tag: Contact | | Health Care for the Homeless | Housing & Homelessness Services | Housing & Homelessness | Alameda County Health **Meta Description:** **Mini Brief:** This page provides some basic contact information for Housing and Homelessness Services, and provides a gateway into the subsections of the Contact area. Contact Health Care for the Homeless **Alameda County Health Care for the Homeless** 384-14th Street Oakland, CA 94612-3208 Administrative Offices 1404 Franklin Street #200 Oakland CA 94612-3208 Tel (510) 891-8950 Fax (510) 832-2104	