



City of Berkeley's Public Health Dept.

FAMILY CASE MANAGEMENT

SERVING FAMILIES K-8TH GRADE

Our No-Cost Services include:

- » Comprehensive Evaluation & Assessment
- » Immunization, Medical, Dental Support
- » Monitor coordination of care
- » Assistance to behavioral health services
- » Community Resource Connection: Housing, food & transportation referrals and educational support

NOW ACCEPTING REFERRALS

Instructions for making referrals:

- Please make sure that the client is aware of the referral.
- Email contact information

Contact us at 510-981-5350 or phmailbox@berkeleyca.gov if you have any questions or special concerns about your client.

- *Case Management services are for City of Berkeley residents who are Medi-cal eligible*

Who can make a referral?

Referrals can be made by health care providers and other community agencies. Self-referrals are also accepted.

When to Initiate a referral:

A Public Health case manager will work with individuals and/or families to improve the quality of life and access to care. This is done by providing comprehensive needs assessments, education, and linkage to community resources through in-person/ home visiting. Some examples of referrals include, but are not limited to, the following:

- o Child who is missing school due to a health-related issue
- o Child who failed hearing/vision screening and needs linkage to care
- o Family that needs assistance in obtaining or maintaining health insurance (i.e. Medi-Cal)
- o Low-income parents/guardians with medical and/or social risk factors
- o Low-income family needing assistance accessing services or resources
- o Pregnant and parenting teens

Helpful Tips:

- Please discuss with your client the benefits of home visiting and that you are making the referral.
- Home visiting & support group services are most effective when there is a “warm handoff” from the referring party.
- Provide as much of the requested information as you have available and are able to release.