



Legislation Details (With Board Report)

**File #:** 18-017      **Name:** Whole Person Care Update  
**Type:** General Agenda Item      **Status:** Agenda Ready  
**File created:** 1/9/2018      **In control:** Health, Housing & Human Services Committee  
**On agenda:** 1/18/2018      **Final action:**

**Title:** Receive an oral report from the Health Department updating County efforts and outcomes of Operational Year 1 (calendar year 2017) of the Whole Person Care (WPC) pilot program.

**Sponsors:**

**Indexes:**

**Code sections:**

**Attachments:** 1. Board Report, 2. 2018 01 18 HHS Report WPC.pdf

Date	Ver.	Action By	Action	Result
1/18/2018	1	Health, Housing & Human Services Committee		

Receive an oral report from the Health Department updating County efforts and outcomes of Operational Year 1 (calendar year 2017) of the Whole Person Care (WPC) pilot program.

RECOMMENDATION:

It is recommended that the Health and Human Services Committee of the Board of Supervisors: Receive an oral report and PowerPoint Presentation from the Health Department regarding County efforts and outcomes of Operational Year 1 (calendar year 2017) of the Whole Person Care pilot program.

SUMMARYDISCUSSION:

WPC is a system changing program that coordinates comprehensive health, behavioral health, and social services case management to (1) improve enrollee health and reduce over-utilization of hospital resources. The program will serve a minimum of 600 Medi-Cal enrollees before December 2020 who are (1) homeless/chronically homeless, (2) may have mental illness and/or substance use, and/or (3) may have multiple chronic disease diagnoses. Beyond 2020, the WPC model will become the “new normal” with sustainable Medi-Cal funding.

New approaches developed under WPC are:

- Complex, comprehensive care coordination
- Interdisciplinary teams headed public health nurses
- Health, mental health, housing, and vulnerability assessments
- Health & services appointment navigation and transportation
- Individual health care plans
- Warm hand-off referrals and peer navigators
- Individual health, housing, & services plans and coordination
- Crisis support, substance use treatment, life skills, tenant education & coaching, paths to employment
- Service integration for WPC-qualified individuals leaving jail or institutions of mental health

New facilities developed under WPC are:

- An 8-bed, 24/7 Sobering Center that opened December 2017
- A 6-bed Respite Center for medically fragile enrollees - RFP is pending
- 88 units at 21 Soledad Street. WPC is providing funds for MidPen case managers
- 47 apartments in Marina. WPC is providing CHISPA with case managers

2017 Enrollment outcomes are:

- 276 referrals received
- 270 vetted for eligibility
- 119 current pipeline to find & consent for services
- 48 all enrollees including dropped and deceased
- 32 current enrollees

2017 housing outcomes are:

- 11 Permanent
- 4 Assisted Living
- 5 Hotel
- 12 Transitional
- 5 Skilled Nursing Facility
- 4 Respite Care

**Total: 41**

This work supports one or more of the ten essential public health services, specifically: 4) Mobilize community partnerships and action to identify and solve health problems; 5) Develop policies and plans that support individual and community health efforts; 7) Link people to needed personal health services and assure the provision of health care when otherwise unavailable.

OTHER AGENCY INVOLVEMENT:

No other agency was involved in development of this report.

FINANCING:

There is no impact to the County General Fund from this report.

BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

Check the related Board of Supervisors Strategic Initiatives:

Economic Development:

- Through collaboration, strengthen economic development to ensure a diversified and healthy economy.

Administration:

- Promote an organization that practices efficient and effective resource management and is recognized for responsiveness, strong customer orientation, accountability and transparency.

Health & Human Services:

- Improve health and quality of life through County supported policies, programs, and services; promoting access to equitable opportunities for healthy choices and healthy environments in collaboration with communities.

Infrastructure:

- Plan and develop a sustainable, physical infrastructure that improves the quality of life for County residents and supports economic development results.
- Public Safety:
- Create a safe environment for people to achieve their potential, leading businesses and communities to thrive and grow by reducing violent crimes as well as crimes in general.

Prepared by: Patricia Zerounian, Management Analyst III x 4583

Approved by: Elsa Jimenez, Director of Health x 4526

Attachment:

PowerPoint