



## Board Report

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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.

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Attachment:

PowerPoint