Whole Person Care – Los Angeles

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Director, Whole Person Care
Medical Director, Community Health Improvement
Vision.

To ensure the most vulnerable individuals living in Los Angeles County have the resources and support they need to thrive

Mission.

Build an integrated health system that delivers seamless, coordinated services to the highest risk LA County residents
WPC Overview.

- Part of the 1115 Medicaid Waiver
- $900m ($450m Federal funding) between 2016-2020
- Builds countywide infrastructure to improve care to high-risk, high-need Medi-Cal beneficiaries that are “high-users” of multiple public systems

Focus on:
- Creating an integrated delivery system
- Care coordination during high-risk times
- Addressing social needs
Program Overview

- WPC Program Administration – housed at DHS
- Regional Coordinating Centers in each SPA
- 5 target populations & 11 programs
- Funding
  - Per member per month funding for most programs
  - Incentives for start-up, reporting and performance

- Helps support efforts such as the Homelessness Initiative, Housing for Health, Office of Diversion and Reentry, High Utilizer Programs, many MHSA programs & Health Homes
Central Program Structure

WPC Hub

Program Leadership
- WPC Leadership
  - Management Team
  - Committees & Workgroups

Countywide Data/Analytics
- Countywide Collaborative of Trainers
- DMH/DHS, WERC
- Data Sharing/Integration
- Health Plans, LANES, Healthe Intent
- Analytic support for performance feedback & reporting
- Develop curriculum & tools to support WPC

Training Institute
- Central Improvement Advisors to support PI activities

Performance Improvement
- Community engagement activities through Area Health Officers

Community Engagement
- Community Table to discuss WPC issues/gaps & problem solve

Enabling IT & Support
- Care Management Platform - Shared Care Plan
- Community Resource Platform – searchable, online platform with case management & referral tracking functionality

County Inputs
- Finance
- Contracts & Grants
- Human Resources
- Information Technology
- Data/Analytics
- Facilities
- Regional Home & Staging Center for each WPC program
- Regional Leadership and Analytic support
- Training & Performance Improvement activities, including Case Conferences and Learning Collaboratives
- Regional outreach & engagement – real-time engagement at the point of care
- Community engagement to support growth of regional resources/capacity to fill gaps & strengthen local delivery system
<table>
<thead>
<tr>
<th>Target Population</th>
<th>Program</th>
<th>Estimated Average Enrollees/Year</th>
<th>Budget/Year</th>
<th>% of total Budget</th>
</tr>
</thead>
<tbody>
<tr>
<td>Homeless High Risk</td>
<td>Homeless Care Support Services</td>
<td>~2K</td>
<td>$30.1m</td>
<td>23%</td>
</tr>
<tr>
<td></td>
<td>Tenancy Support</td>
<td>~2K</td>
<td>$9.7m</td>
<td>7%</td>
</tr>
<tr>
<td></td>
<td>Recuperative Care</td>
<td>~1K</td>
<td>$21.2</td>
<td>16%</td>
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<tr>
<td></td>
<td>Sobering Center</td>
<td>~30K</td>
<td>$8.2m</td>
<td>6%</td>
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<tr>
<td></td>
<td>Benefits Advocacy</td>
<td>~10K</td>
<td>$8.0m</td>
<td>6%</td>
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<tr>
<td>Justice Involved High Risk</td>
<td>Re-entry</td>
<td>~9K</td>
<td>$39.7m</td>
<td>30%</td>
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<tr>
<td>Mental Health High Risk</td>
<td>Intensive Service Recipient</td>
<td>~1K</td>
<td>$3.6m</td>
<td>3%</td>
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<tr>
<td></td>
<td>Residential &amp; Bridging Care</td>
<td>~1K</td>
<td>$4.1m</td>
<td>3%</td>
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<tr>
<td>Substance Use Disorder High Risk</td>
<td>SUD-Engagement, Navigation, &amp; Support</td>
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<td>$4.2m</td>
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<tr>
<td>Medical High Risk</td>
<td>Transitions of Care</td>
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<td>$1.4m</td>
<td>1%</td>
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</tbody>
</table>
Overarching Impacts

- ~50,000 served annually
- ~9000 housed
- Support at times of highest risk
- Improved experience

Patient Impact

- Collaborative governance structure
- New cross-county collaboration platform
- Increased community partner engagement

County Impact

- ~600 new jobs
- Largest Reentry effort
- Support County priorities
- Training & PI Institute
- Transportation

Collaboration

- Leverage WPC infrastructure
- Improve value (CQI)
- Partnerships & integration
- Policy Advocacy

Sustainability