



WHOLE PERSON CARE

M O N T E R E Y C O U N T Y

Physical Wellness • Behavioral Health • Social Services

Updates from July 1 through September 30, 2017

Whole Person Care (WPC) Pilot Program of Monterey County

Monterey County WPC pilot utilizes comprehensive, multi-disciplinary teams headed by public health nurse case managers to assess WPC enrollees for physical and mental health, housing, and social services needs. Warm hand-offs are provided to primary care clinics, mental health/substance abuse therapists, social services, housing supports and placement, and employment training. WPC enrollees are assisted in their normal environments with benefit assessments, setting and keeping appointments, transportation, food and nutrition, peer support groups, housing counseling, and skill development training. Other services include prioritization at health clinics, connections to primary care homes, coordinated entry, housing placement and sustainability services, and advocacy.

Case Management

Case management teams continue to strengthen and further develop partnerships with county agencies who also work with the WPC enrollees.

Enrollee Statistics as of September 30, 2017:

- Case load = 40
- Number with complex care needs = 25
- Number with substance abuse disorders = 27
- Number of clients who have been housed at least once = 19

Successes

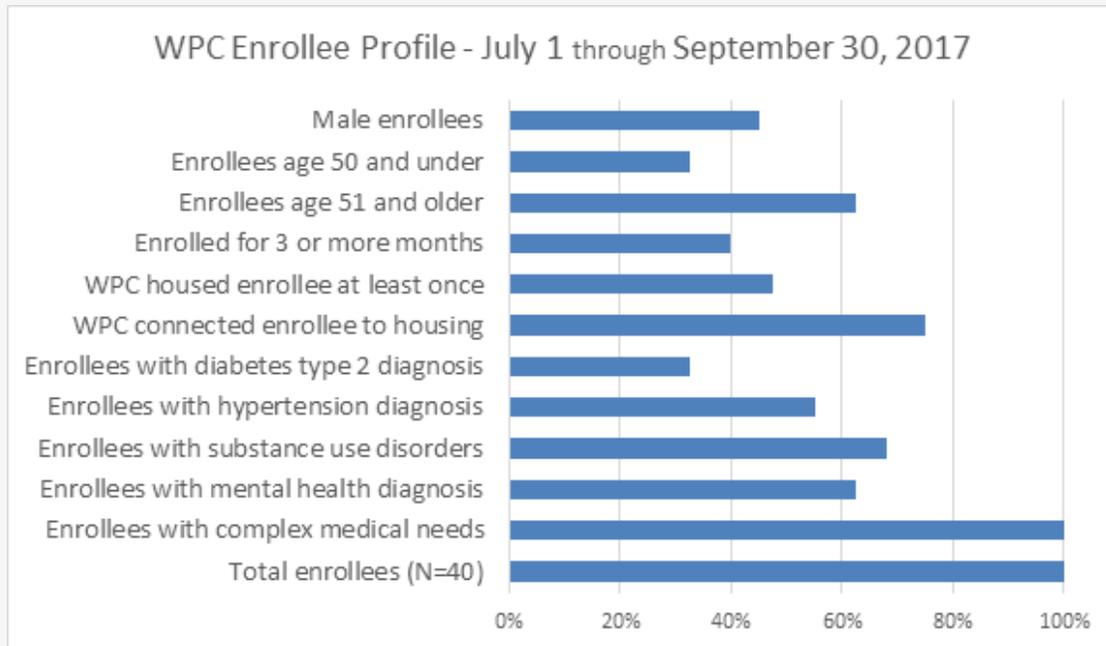
- Due to our WPC collaborative coordination, we are getting enrollees into shelters after their many years of homelessness. These enrollees are now also connected to a primary care home, mental health and substance use programs.
- With monthly case management meetings, funding, data sharing, and service-providing relationships, our network has expanded at the executive leadership and case management levels. We believe the standards of care across the network will provide a stronger safety net for these acute, vulnerable clients.

Challenges

- Since our collaboration is new, we continue to explore each partner's areas of expertise and capacity to serve our focus population. We are becoming comfortable with the overall limitations of WPC as we do our best to satisfy WPC enrollee needs.
- The number of incoming referrals that qualify for WPC currently exceeds our capacity to enroll and offer case management. We currently have 40

enrollees receiving intensive case management. We have about 50 persons in our pipeline pending assignment to a case manager.

- We are in the process of hiring more WPC case management team members, which will increase our capacity to serve more individuals.



Client Experience

A WPC enrollee mentioned to her case manager: "I'm glad that one of the WPC requirements is see a primary care doctor." At a county clinic, the WPC enrollee learned she had a precancerous mass, which was subsequently removed. She stated, "If Whole Person Care didn't require me to see doctor, I wouldn't have gone." The enrollee had been homeless for over a year and living in her car; she is now linked with The Housing Authority and expects to get a housing voucher soon. *-Reported by a Monterey County Behavioral Health Social Worker*

Partnerships

Case Managers share WPC enrollee experiences to determine the successes and challenges of WPC partner collaboration.

Twelve entities comprise the core partnership:

Monterey County Health Department – Administration, Behavioral Health, FQHC-look-alike Clinics Service, Emergency Medical Services, Public Guardian, and Public Health Bureaus

Central California Alliance for Health – Medi-Cal managed care organization

CHISPA – affordable housing developer

Coalition of Homeless Services Providers - manager of coordinated entry system

Four community hospitals, including the county's safety-net hospital

Franciscan Workers of Junipero Serra – homeless services providers

Housing Authority of Monterey County – Section 8 Vouchers

Interim, Inc.- residential treatment for adults with serious mental illness

MidPen Housing – affordable housing developer

Monterey County Department of Social Services

WPC Social and Clinical Committee

This committee meets bi-weekly to discuss and determine the most efficient way to provide wrap around services for our enrollees, establish data sharing agreements between agencies, develops case management tools, and addresses barriers as they arise.

Successes

- Developed a referral form, referral response form, and participant consent form to facilitate enrollment.
- Increased prioritization for our WPC enrollees by discussing the best way to identify and process clients faster.

Challenges

- We are meeting with agencies one-on-one to develop data sharing and assessment tools that can be utilized while new Population Health software is purchased and developed.
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Administration

Our first Mid Year Report (January 1 - June 30, 2017) was completed and submitted to DHCS. Highlights include:

Successes

- The senior leadership of our county-operated acute-care hospital and the Health Department are meeting quarterly to provide updates on three Waiver projects: PRIME, GPP & WPC. The meetings create a forum to provide oversight of collaborative activities and coordination between the participating organizations and ensure communication and linkage between our Waiver projects.
- [RFP 9600-75 Population Health Software](#) for our Population Health system will incorporate the needs of our three Waiver projects: PRIME, GPP & WPC. While this coordination has taken some time we expect to have a vendor agreement in place by January 2018 for a more comprehensive, highly functioning system.

Challenges

- The [Sharing of Sensitive Health Information Guidelines \(SHIG\)](#) is helpful in other ways, but does not remedy the protections required for substance use disorder.
 - Lack of housing inventory makes it difficult for us to achieve "housing first."
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More information on WPC Monterey County

For general inquiries about Whole Person Care, please contact us at 831-755-4583 / 831-755-4323.

To be a referring partner, or refer a potential client to Whole Person Care, please contact us at 831-755-4630.

[LEARN MORE - MCHD WPC Webpage](#)

