Whole Person Care Program, Teams Changing Lives

The Health Department’s Whole Person Care (WPC) Teams of Public Health Nurses, Licensed Vocational Nurses, supervisors and support staff are seeing program successes changing lives in the community.

In the WPC program, the County collaborates with community partners to provide comprehensive case management for the county’s most vulnerable Medi-Cal recipients who are high users of hospital and emergency department facilities.
The team is having success getting this focus population into the program and critical assistance. Here are some of the programs achievements - by the numbers.

**Housing**

160: the number of people who are homeless enrolled into the program since its launch in January 2017.

46: the number of enrollees who have been helped into permanent housing.

26: The number of applications submitted for enrollees over age 62 in the new Junsay Oaks Senior Apartments in Marina.

70: The number of applications submitted for enrollees for the new Moon Gate Plaza apartments on Soledad Street in Salinas.

**Health**

108: The number of active cases the program’s four nursing teams are currently managing and seeing remarkable health results such as:

- Emergency Department visits decreased by **half**
- Hospital inpatient discharges decreased by **nearly half**
- Enrollees with diabetes with blood pressure under control increased from 60% to **75%**
- Enrollees who engaged in alcohol and other drug dependency treatment within 14 days of enrollment increased from 56% to **78%**.

**About the Clients**

54: The average age of a Whole Person Care enrollee.

- One-third have a diagnosis for hypertension
- One out of five have a diagnosis for diabetes
- Nearly two-thirds of enrollees live in Salinas
- English is the predominant (94%) spoken language
- Non-Hispanic and Hispanic ethnic proportion is 58% and 42%, respectively

The Whole Person Care program will serve approximately 500 individuals between now and 2020. You can read more about this program, its next steps and new strategies [here](#).
County Staff ‘Stuff’ for a Good Cause

When Employee Wellness staff were thinking of a good cause for their first Service Day for County employees, they choose a well-loved local program: the United Way’s Stuff the Bus.

Senior Health Education Melissa Pouch explains that volunteerism has many benefits, including the potential to enhance sense of purpose, strengthen co-worker relationships and connect staff to the community.

Employees were invited to take part. Those who did helped fill thousands of backpacks with school supplies for children who might not otherwise get these needed supplies. This was no lightweight task: volunteers got a work out filling the packs, reloading the supply lines and managing boxes of school essentials.

Those that took part says it was a wonderful experience.

My 10-year-old son Mikey and husband, Lee, who works at the Superior Court in Salinas, participated in this wonderful event. This is our second year doing Stuff the Bus and our family enjoys it!

It was a well-organized assembly line and we really enjoyed meeting fun and excited volunteers and serving to make a huge impact on the students of Monterey County.
- Jessica Cedillo, Program Manager, Elections

For all the years that my granddaughter has been in school, I have bought her school supplies.

While we were working, we heard how many children are homeless and struggle to have the school supplies every student needs. We were told there are 8,400 children who are homeless. This is so sad.

I thoroughly enjoyed being able to give something to these students, even if it
was only to stuff backpacks. I most definitely will do this again next year and will take my granddaughter.
- Flora P. Godinez-George, SSA II, Bilingual, DSS

I had a wonderful time helping out at the event!

The most challenging part was actually putting the garbage bags full of backpacks where they needed to go, they were very heavy. The most enjoyable part of it was the fact that these backpacks were going to children and teenagers who truly needed it and would benefit from it.

It’s nice to know that the community can come together to help students get the tools they need to succeed.
- Lyle Green-Nickerson, Account Clerk I, DCSS

Social Services Celebrates Client Graduation

The Social Services Department touches tens of thousands of people each year through its many programs. One client touched staff with his determination and they honored him with a special graduation ceremony.

The Department’s CalWORKs Employment Services (CWES) Program honored Christopher Fernandez who made incredible strides over the past four years to graduate High School. Fernandez completed his education through the assistance of two CWES programs offered on-site at the Salinas One-Stop Career Center: the Soledad Adult School’s High School Equivalency (HSE) Program and Learning Time, Inc.’s Academic Achievement Program.

Fernandez has a unique story and has overcome many obstacles to achieve his dream of being a graduate. He suffered a severe brain injury in an accident as a child and had to learn to walk and talk again, which presented many challenges during his elementary, middle and high school years. Frustrated, he dropped out of high school after the 10th grade.
Never giving up his dream, fast forward several decades and Fernandez restarted his academic journey in 2015 with CWES’ HSE Program. Staff could see he was dedicated, determined and a positive role model who encouraged younger students in the program. After 16 months of study, Christopher began participating in the Learning Time, Inc. Program with Dr. Joan Smith and her team of Academic Achievement Coaches. Dr. Smith, an expert in education and learning disabilities, then moved Fernandez into the Penn Foster Online High School Program. After another year of study, at age 51, Fernandez accomplished his lifelong goal of earning a High School Diploma and a Career Diploma with a 3.4 GPA.

To celebrate his accomplishments, those who helped Fernandez along the way came together for a celebration at the One-Stop Career Center. Fernandez’ family was also on hand. One of his sons told all gathered there how proud he is of his Dad for achieving this milestone.

Fernandez success is just as important for DSS staff as it is for him.

“What makes the One-Stop special is the people that we work with, the relationships that are formed with the partners and the community that we serve,” explains Diana Jimenez, Deputy Director of CWES. “The HSE and other learning programs we offer are really unique and we hope that others have an opportunity to take advantage of them.”

What is next for this remarkable man? CWES staff says his academic success has given Fernandez a renewed sense of confidence. He now plans on taking technical training for new employment and his team here at the County is wishing him well!