

Background

Whole Person Care (WPC) is a pilot program within Medi-Cal 2020, California's Section 1115 Medicaid Waiver. WPC is designed to improve the health of high-risk, high-utilizing patients through coordinated delivery of physical and behavioral health services, housing support, food stability, and other critical community services.

Who does the program serve?

The Los Angeles County WPC program, called Whole Person Care – Los Angeles (WPC-LA), seeks to ensure that the most vulnerable Medi-Cal beneficiaries have the resources and support they need to thrive. WPC-LA brings together health and social service delivery entities across the county and employs a variety of cross-cutting strategies to provide care coordination services to Medi-Cal beneficiaries. The pilot encompasses sixteen different programs to serve individuals in six high-risk populations:

- **Homeless High-Risk:** Individuals experiencing homelessness who have multiple contacts with the health delivery system, and/or disability, or chronic physical or behavioral health conditions
- **Justice-Involved High-Risk:** Individuals returning to the community from the justice system who have multiple and/or complex chronic physical or behavioral health conditions and a high likelihood of frequent visits to hospitals and emergency departments
- **Mental Health High-Risk:** Individuals with serious mental illness (SMI) who frequently use mental health acute care services or could be placed into community mental health settings from residential facilities
- **Substance Use Disorder (SUD) High-Risk:** Individuals with SUD who frequently visit hospitals and emergency departments
- **Medically High-Risk:** Individuals with recurrent general acute hospital admissions
- **Perinatal High-Risk:** Individuals who are pregnant with significant social and behavioral health problems

Lead Entity: Los Angeles County – Department of Health Services

Estimated Total Population: 154,044 individuals over the pilot period

Budget: \$630.2M in annual federal funds, matched by an equal amount of local funding provided by LAC-DHS

What health care and social service organizations are participating?

WPC-LA works with a large coalition of health and social service delivery entities countywide, including county departments, health plans, hospitals, community-based providers, and community-based non-profit organizations.

What services are included?

WPC-LA programs leverage a multidisciplinary team of individuals who address the physical health, behavioral health and social needs of our target populations through a combination of various approaches and services. Community Health Workers, who often have shared lived experiences with WPC-LA participants, are key members of our social worker-led care management teams. These unique programs seek to address the specific health challenges facing each of its target populations. Examples include a benefits advocacy program for homeless high-risk patients and a re-entry program for justice-involved high-risk patients. While the types and level of services provided vary by program and target population, each care management team engages participants, provides social support, care coordination, navigation to physical and behavioral health services, and referral to social services.

How are participants enrolled?

Potential participants are referred from health and social service delivery entities across the County, engaged by WPC-LA teams and linked to necessary services.

How is data being shared?

WPC-LA teams use a care management platform called CHAMP for field based documentation, communication, task sharing, and information sharing. CHAMP enables care coordination between WPC team members and between WPC and non-WPC care teams. CHAMP's security environment also enables data sharing in accordance with laws and is the backbone for bidirectional data sharing between WPC-LA and other partner entities. WPC-LA is also actively working to develop an integration hub for information exchange with other county partners that do not operate using the CHAMP platform.

“Almost a third of California Medi-Cal beneficiaries, and some of the sickest, most marginalized people in the country, live in Los Angeles County. These individuals have needs across the entire spectrum. In addition to medical and behavioral health care, they need access to housing, food, income, social support, and social service organizations to help them. WPC-LA is building county capacity and helping providers and communities work together to improve the health and wellbeing of these individuals.”

*— Clemens Hong, Director
Whole Person Care*