

### 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 the coordinated delivery of physical health, behavioral health, housing support, food stability, and other critical community services.

### Who does the program serve?

Napa County WPC pilot focuses on individuals experiencing homelessness or those at risk of homelessness, including high systems users. Individuals may also have a physical disability, serious mental illness, substance use disorder or co-occurring disorders.

### What health care and social service organizations are participating?

A total of nine entities, including health and social service organizations are participating:

- Napa County Health and Human Services Agency
- Napa County Health and Human Services Agency – Mental Health
- Napa County Health and Human Services Agency – Alcohol and Drug Services
- Partnership HealthPlan of California
- City of Napa Housing Authority
- OLE Health
- Catholic Charities
- Napa Police Department
- Queen of the Valley Hospital

**Lead Entity:** Napa County

**Estimated Total Population:** 800 clients served over pilot period (with expansion)

**Budget:** \$2.2 million in annual federal funds, matched by an equal amount of local funding

### What services are included?

Napa County WPC pilot focuses on three primary services, interventions, and care coordination areas:

- **Mobile Engagement:** Close coordination between emergency response services and a WPC engagement team provide individuals experiencing homelessness and serious mental illness with on-the-spot assessment and referral. The engagement team works to determine whether the individual is a health plan member and their health, social, and housing needs. The team also has referral access to a sobering center, respite beds for clients discharged from the partner hospital, and coordinated entry services to facilitate the connection of participants to housing navigation, placement and tenancy care services. Peer support specialists provide street outreach, case management connections, daily living skills modeling and education, and peer-to-peer counseling.
- **Coordinated Entry:** Enhancing the existing coordinated entry system in Napa County, the WPC pilot is working to fully implement a coordinated entry approach to provide housing navigation services and client housing and care plans. Services begin with diversion, problem solving resources, and screening activities. WPC pilot personnel work with each participant individually to assess and connect participants to the necessary services, such as food assistance programs or housing shelter resources.



Housing navigators assist in developing a housing plan for every homeless individual, including a comprehensive assessment of barriers to housing and identification of housing subsidies.

- **Tenancy Care:** Participants are assigned a care coordinator after being assessed and prioritized for housing services. Care coordinators work with homeless individuals to establish benefits, clear up credit issues, connect them to health and social services, and other necessary supports. Care is provided to participants on an ongoing basis through housing placement and stabilization activities.
- **Strengths, Opportunities, Aspirations, and Results (SOAR) Program:** WPC has a dedicated SOAR case manager that provides benefits advocacy and supports the process of client enrollment in SSI/SSDI, including the appeals process.

#### Fee-For-Service offerings for WPC clients include:

- Catholic Charities' Nightingale Respite Center for clients discharged from Queen of the Valley hospital
- McAlister Detox Center provides sobering services and bed nights for WPC clients

#### How are participants enrolled?

Participants are primarily engaged and enrolled in the WPC pilot through existing workflows among partners in the homeless system. Clients can be enrolled by outreach workers in the field (including police department homeless outreach), at any of Napa's homeless shelters, the homeless drop-in day

center, medical respite center, or through the SOAR program. Designated enrollment staff at the mentioned entry points make determinations on WPC eligibility and tentatively enroll clients into the WPC program as well as into each of the program delivery bundles. WPC infrastructure staff verify Medi-Cal enrollment and confirm WPC enrollment. For non-verified enrollments, enrollment partners work with Napa County Self Sufficiency staff to connect clients to Medi-Cal enrollment and inter-county transfer services.

#### How is data being shared?

Napa County is in the process of establishing a data sharing and analysis platform, an internal data mart to blend internal data sets, and a secure file transfer protocol site. Most data sharing agreements and protocols have been developed, and several participating entities currently share data and information through the current data infrastructure. The county has developed a data sharing matrix, which outlines legally allowable data sharing for this program. The WPC team is collecting data from multiple sources for reporting purposes and is using the internal data mart to house and analyze this data.

The WPC program is also sharing data with external partners. Some of this data is shareable via Napa's Homeless Management Information System's (HMIS)'s release of information. Other data is shared via Business Associates Agreements (e.g. the BAA with Partnership Health) or is legally allowable without releases of information. In this case, data sharing terms are made clear through executed contracts and/or MOUs.

*“We truly believe that housing is healthcare. Focusing Napa’s WPC pilot on securing and maintaining housing will provide clients with the stabilizing platform needed to address complex health needs among our community’s most vulnerable.”*

*— Mitch Wippern, Chief Deputy Director  
Napa County Health & Human Services Agency*