

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?

The Riverside County WPC pilot serves individuals on probation with both physical and mental health conditions and who are homeless or at risk of becoming homeless.

The WPC team developed criteria for the target population after discussions with multiple county and community partners. The highest-risk and best served population by WPC are individuals returning to the community on probation. The WPC program aims to identify insurance, behavioral, physical, social, and housing needs. WPC also aims to reduce recidivism among individuals who will be on probation for at least one full year, have multiple physical health diagnosis/chronic conditions, a mental health diagnosis, and are homeless or at risk of becoming homeless.

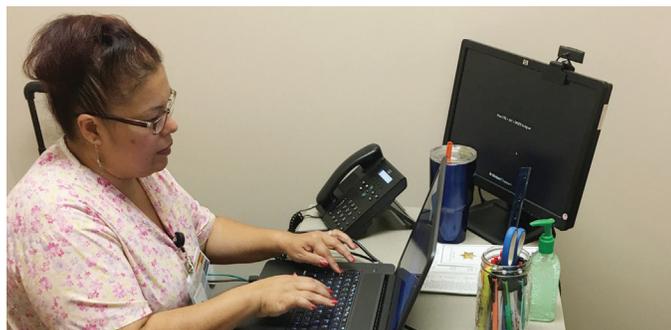
What health care and social service organizations are participating?

Fifteen partner organizations are participating in Riverside County's WPC program including:

MeHealth to Hope Clinics: Clinic network with three sites and mobile medical services

Inland Empire Health Plan (IEHP): Local Medi-Cal managed care plan

Loma Linda University Health: A local hospital that



Lead Entity: Riverside University Health System (RUHS)

Estimated Total Population: 38,000 individuals over the pilot period

Budget: \$3.5 million in annual federal funds, matched by an equal amount of local funding provided by Riverside University Health System

participates in data sharing via a shared EPIC electronic patient database

Molina Healthcare: Medi-Cal managed care plan

National Community Renaissance: National nonprofit working to develop affordable housing

Path of Life Ministries: A non-profit organization committed to serving the greater Riverside homeless population and the poor with the goal to rescue, restore and rebuild lives in our community

Riverside County Department of Public Social Services: Provides social services including public assistance to low-income and vulnerable populations

RUHS Department of Behavioral Health (DBH): DBH has developed an exceptional reputation for providing services that involve the latest innovations in clinical practices affecting mental health

RUHS-Public Health (RUHS-PH): The local, public agency charged with ensuring the health and well-being of county residents and visitors

Riverside County Economic Development Agency: County housing authority

Riverside County Probation Department: The 2nd-largest Sheriff's Office in California, managing five correctional facilities, supervising lower-level parolees, and overseeing individuals on probation

Riverside County Sheriff's Department: Includes correctional facilities and provision of court services

Riverside University Health System (RUHS): County public health care system, includes Dept. of Behavioral Health, Dept. of Public Health, and network of Federally Qualified Health Centers (FQHCs)

The City of Riverside Mayor's Office Riverside: This office oversees the county seat and the most populous city in the Inland Empire

The California State San Bernardino Reentry Initiative: This initiative provides comprehensive, wraparound services to over 1,000 parolees per year through three locations in the Inland Empire region

services. Those identified with needs are provided “warm hand off” referrals to the appropriate department. Individuals with complex needs are assigned an RN Care Manager to assist in coordinating and integrating all services needed.

What services are included?

For patients who enroll in WPC, the public health nurse will schedule an appointment at the nearest RUHS FQHC, social service office and/or Department of Behavioral Health location. Individuals are assigned a care manager and receive a personalized “Wellness Map,” a technology-based tool that provides the recipient with local resources (either online or hardcopy) to assist in accessing services such as housing, physical and behavioral health care, and other supportive and social services.

How is data being shared?

Riverside County’s WPC program leverages existing data sharing work that began with the establishment of a Clinically Integrated Network (CIN) between RUHS, Loma Linda University Health and IEHP. The program uses a population health platform developed by Forward Health that coordinates information among all partner organizations using IEHP’s population health management data and its provider portal. IEHP also ensures compliance with all applicable state and federal laws.

How are participants enrolled?

Registered nurses are co-located in eight probation department offices. At the first probation visit, individuals recently released from incarceration are screened for needed

“Many individuals leave jail without a stable home to return to, no insurance and no awareness of physical health conditions they may have. Additionally, these individuals often have needs for behavioral health and substance use. As a result, they often end up in the emergency room or return to jail soon after release. The Riverside County Whole Person Care program proactively identifies the needs of these individuals and links them to services that assist with managing conditions by providing access to supportive services, which allows them to successfully re-enter our community.”

*— Judi Nightingale
Director of Population Health
Riverside University Health System*