WHOLE PERSON CARE

San Francisco County

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.

San Francisco's WPC program serves the city/county's homeless adult population. The program uses a multi-agency universal assessment tool that gives every homeless adult in San Francisco a health assessment and health record, and stratifies individuals into risk categories that will guide the intensity of interventions.

Who does the program serve?

San Francisco's WPC pilot aims to create a system of care that can respond to our homeless population no matter what door they enter and no matter what their insurance status is. Half of the homeless enter WPC through the treatment system, one quarter through the housing system and the final quarter through both. Once identified as homeless, the individual is welcomed and if, a Medi-Cal recipient, they are flagged as an enrollee of WPC for billing purposes.

San Francisco reviewed historical data captured in its pioneering Coordinated Care Management System (CCMS) and identified three categories of WPC enrollees based on acuity and need:

- Severe Risk: Homeless more than ten years and high utilizer of urgent/emergent care

- High Risk: Either homeless more than ten years or high utilizer of urgent/emergent care

- Elevated Risk: All other homeless adults

Lead Entity: San Francisco Department of Public Health (SFDPH)

Estimated Total Population: 17,000 individuals over the pilot period

Budget: $161,750,000 in federal funds, matched by an equal amount of local funding provided by SFDPH

What health care and social service organizations are participating?

Ten partner organizations are participating in San Francisco County's WPC pilot project, including:

- **Anthem Blue Cross Partnership Plan:** Medi-Cal managed care plan that has more than 25 years of experience administering Medicaid and state-sponsored programs

- **Baker Places:** Non-profit, community-based agency that provides transitional residential treatment services as an alternative to long term care in state hospitals

- **Department of Homelessness and Supportive Housing:** City/county housing agency, with the singular focus on addressing homelessness in San Francisco

- **Health RIGHT 360:** Network of health clinics and behavioral health programs

- **Human Services Agency:** Social services and public assistance

- **San Francisco Department of Aging and Adult Services (DAAS):** This department plans, coordinates, and advocates for community-based services for older adults and adults with disabilities

- **San Francisco Department of Public Health (SFDPH):** City/county health services agency providing comprehensive health care, including primary care clinics, Zuckerberg San Francisco General Hospital and Trauma Center, and Laguna Hospital Long Term Care facility

- **San Francisco Health Network Behavioral Health Services (BHS):** BHS operates the County Mental Health Plan, Jail Behavioral Health Services, and provides San Franciscans with a robust array of services to address mental health and substance use disorder treatment needs

- **San Francisco Health Plan:** Medi-Cal managed care plan that currently enrolls 86% of the city's Medi-Cal managed care members

What services are included?

San Francisco has designed a universal assessment tool to ensure that every homeless adult in San Francisco will have a multi-disciplinary assessment and a shared care plan. The results will help the pilot stratify and prioritize individuals into risk categories to guide the intensity of health and housing interventions provided.

Enrollees receive screenings and enrollment assistance for Medi-Cal and other public benefits, including comprehensive medical, behavioral health, and social services (e.g. homeless services and housing supports, and care coordination).

The WPC pilot also developed navigation centers, which function as resource centers during the day and specialized shelters at night. Other services include an expansion of medical and mental health respite services, substance abuse services, transition care for seniors and our peer navigator services.

San Francisco's Homeless Health Resource Center will provide wraparound services for people experiencing homelessness who are unable to navigate the primary care and behavioral health system. In addition to having services such as coordinated housing entry and benefits navigation, the Homeless Health Resource Center serves as a full service, one-stop respite and WPC Health Center. It offers patient-centered and trauma-informed care coordination throughout all services, and is organized to maximize access and acceptability.

How are participants enrolled?

Participants identified as homeless adults with Medi-Cal are enrolled in WPC (note: ALL homeless adults will be served despite Medi-Cal eligibility). Clients receive a welcome notice.

How is data being shared?

CCMS centralizes, matches and merges over twenty years of essential health, behavioral, and social information on vulnerable adults in San Francisco who access public healthcare services. Under WPC, the system is being updated to allow other participating entities protected access to this information. Clinicians and case managers will be able to coordinate care through the platform's interface.

"The idea of Whole Person Care has been percolating at SFDPH for years. We first identified HUMS (High Users of Multiple Systems) in 2007 as San Francisco's highest-need and highest costing patients when we merged multiple health and social data sets through our Coordinated Care Management System. Whole Person Care provides the structure and resources to push us to the next level, and creates the imperative for our health, housing and benefits partners to work together in a human-centered fashion."

— Maria X. Martinez
Director, Whole Person Care
San Francisco Department of Public Health