

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?

San Joaquin County's WPC program targets the needs of three potentially overlapping populations: (1) Medi-Cal beneficiaries assigned to the County clinic system who are high-utilizers of emergency services; (2) adult Medi-Cal beneficiaries with a mental health and/or substance use disorder; and (3) adult Medi-Cal beneficiaries who are at risk of homelessness upon discharge from WPC-participating medical facilities or the county jail.

What health care and social service organizations are participating?

Fifteen partner organizations are participating in San Joaquin County's WPC pilot project including:

Central Valley Low Income Housing Corporation (CVLIHC): Supportive housing program provider that provides tenancy based support and outreach services

Community Medical Centers (CMC): Federally Qualified Health Centers (FQHC) supporting the greater Stockton area

Correctional Health Services (CHS): Provides health care services within the County Jail and helps enroll clients and



Lead Entity: San Joaquin County Health Care Services Agency

Estimated Total Population: 2,255 individuals over the pilot period

Budget: \$1.8 million in federal funds, matched by an equal amount of local funding provided by San Joaquin County Health Care Services Agency

provide transitional case management services via 30 day follow-up post release

Dignity Health: St. Joseph's Medical Center: Community partner and largest hospital in county

Gospel Center Rescue Mission: Non-profit program offering homeless individuals a safe place to recuperate while completing their medical recovery after being released from the hospital

Health Net: Commercial Medi-Cal Managed Care Health Plan

Health Plan of San Joaquin (HPSJ): Local Initiative Medi-Cal Managed Care Health Plan and primary partner in WPC Pilot

Housing Authority of the County of San Joaquin: County's Housing Authority who will administer the pilot's housing activities

San Joaquin Community Health Information Exchange (SJCHIE): Locally-governed non-profit health information exchange organization

San Joaquin County Clinics (SJCC): County FQHC look-a-like clinic system aligned with County's public health care system, San Joaquin General Hospital

San Joaquin County Behavioral Health Services (BHS): County's Specialty Mental Health department provides outreach and services to WPC clients with mental health needs

San Joaquin County Health Care Services Agency (SJHCSA): County's Health Care Services Agency and lead entity for WPC Pilot

San Joaquin County Public Health Services (PHS): Builds community based care management entity capability and provide nursing support

San Joaquin County Substance Abuse Services (SAS): Provides ASAM based treatment services to WPC clients

San Joaquin General Hospital (SJGH): County public health care system that provides primary care, inpatient, specialty and emergency department services to WPC clients

What services are included?

The pilot utilizes a multi-disciplinary “Whole Person Care Integration Team,” which creates an individualized care plan for each enrollee, based on an assessment of his or her physical health, behavioral health, and social support needs. The care plan is shared across agencies and each client is assigned a single dedicated care coordinator, whose location is determined based on the needs of the patient.

The team engages clients in three phases. In the first phase, care coordinators reach out to clients two to five times per week, ensuring that they are linked to medical services and social supports, and receiving assistance with Medi-Cal enrollment. When appropriate, the second stage of care focuses on maintaining care and linkage to support services, and providing education around daily living activities, medication adherence, and crisis management. The last phase focuses on life skills development and transitioning to less-intensive care as clients’ health and well-being improves.

The pilot uses a county flexible housing pool (with funds not provided by the WPC program) to assist with the housing needs of enrollees, including rental assistance vouchers.

How are participants enrolled?

San Joaquin County’s WPC pilot engages and enrolls participants at the time of discharge from a facility such as jail or a participating hospital’s emergency department, or through referrals from community partners for individuals who are in crisis or need immediate assistance. A mobile homeless support team also conducts outreach to homeless individuals and enrolls them into WPC to address immediate mental and physical health care needs.

How is data being shared?

The San Joaquin Community Health Information Exchange (SJCHIE) is a 501c3 corporation governed by a Board of Directors comprised by senior leadership from each of the founding WPC member organizations, all listed above as participants: SJHCSA, BHS, SJGH, SJCC, HPSJ and CMC. The WPC pilot works with SJCHIE to create a system for participating organizations to enter information about treatment, care management, coordination, and monitoring. This information is accessed by care coordination teams and utilized to ensure patients’ needs are being met.

“Our success in connecting with our patients early and often will be crucial to improving the health of our Whole Person Care clients. Regular contact builds trust and a good rapport, and helps lead to voluntary treatment and social support assistance.”

*— Greg Diederich, Director
San Joaquin County Health Care Services*