

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?

Santa Cruz County's WPC program, called Cruz to Health, serves individuals with a mental illness and/or substance use disorder, and other co-occurring risk factors including chronic physical conditions, repeated hospitalizations, criminal justice history, institutional living, and/or homelessness or at risk for homelessness. Participants must be Adult Medi-Cal beneficiaries who receive their primary care at one of the County of Santa Cruz Health Services Agency Clinics.

What health care and social service organizations are participating?

- **County of Santa Cruz Health Services Agency:** County health care system; includes Behavioral Health Division, Clinics, and Public Health Division, including Emergency Medical Services
- **Central California Alliance for Health:** Local Medi-Cal managed care organization
- **Santa Cruz Health Information Organization:** Local health information exchange organization; one of the oldest exchanges in the country
- **Dignity Health Dominican Hospital:** Local safety net hospital
- **Watsonville Community Hospital:** Local safety net hospital
- **Telecare:** Local psychiatric hospital
- **Housing Authority of the County of Santa Cruz:** Housing services organization; provides rental subsidies, manages and develops affordable housing for low income families, seniors, and persons with disabilities
- **Santa Cruz County Human Services Department:** Provides eligibility and enrollment into public benefits to help meet basic needs of individuals and families

Lead Entity: County of Santa Cruz Health Services Agency

Estimated Total Population: Up to 1,000 individuals, which is approximately 1.5% of the county's Medi-Cal population, and 0.38% of the county's overall population of 262,382

Budget: \$2 million in annual federal funds, matched by an equal amount of local funding

- **Santa Cruz County Probation Department:** Works with justice-involved individuals
- **Health Improvement Partnership of Santa Cruz County:** Local nonprofit coalition of public and private health care leaders dedicated to increasing access to health care and building stronger local health care systems
- **Front Street Inc.:** Behavioral health contractor that offers quality residential programs and mental health treatment services to adults and older adults

What services are included?

Cruz to Health includes two care management bundles (Behavioral Health and Clinical) and two tiered housing support bundles (Intensive and Intermediate). In addition to service bundles, WPC - Cruz to Health also offers a housing support fee-for-service to help homeless individuals transition into housing.

County Specialty Mental Health clients enrolled into the program receive the Behavioral Health Bundle, and all County Clinic clients enrolled into the program receive the Clinical Bundle. The Behavioral Health Bundle includes an intensive support team contracted to assist participants with their goal to live successfully in the community, to manage their own medications, and be engaged with meaningful daily activities that may include work or school.



The Clinical Bundle provides case management and care coordination in the primary care setting and medical oversight for a new telehealth program. WPC - Cruz to Health enrollees qualify for an in-home telehealth device to help manage and monitor their chronic conditions (e.g. diabetes, depression). The Clinical Bundle also includes pilot program operations and the development of information technology infrastructure required between different data systems for improved care coordination.

The intensive Housing Support Bundle is available for participants who are currently homeless or who demonstrate poor housing readiness skills, including a poor history of community tenure or ability to remain in housing (e.g. multiple evictions, frequent tenant or community complaints, acuity level of mental illness and/or substance use). Intensive housing support includes a housing navigator and peer support services which will involve contact with the individuals up to two times daily.

The intermediate Housing Support Bundle is available for participants who no longer requiring intensive Housing Support services. Intermediate Housing Support services will involve contact with individuals up to two times weekly.

Housing assistance includes one-time housing transition costs, such as security deposit and utilities set-up charges to help address barriers to housing. Homeless individuals enrolled in the program receive up to \$4,500 per member.

How are participants enrolled?

WPC - Cruz to Health uses data from internal electronic health record databases to identify individuals eligible for

the program. The program also receives direct referrals from internal providers and external community partners. Eligible referrals are administratively enrolled followed by a consent to release information to allow providers to communicate about an enrollees' complex needs.

How is data being shared?

The WPC - Cruz to Health pilot aims to expand the County's existing shared data platform, Santa Cruz County's Health Information Exchange (SCHIE). SCHIE is one of the oldest and most advanced multi-stakeholder exchanges in the country. WPC - Cruz to Health's data-sharing goals include:

- On-boarding cross sector service providers essential to addressing underlying causes of poor health outcomes
- Building bi-directional interfaces for participants including safety net hospitals, clinics, the local health plan, and behavioral health providers
- Developing a notification and alerting system for improved care management and coordination between hospitals, primary care, the local health plan, behavioral health, and social services
- Creating a care management data system to share care plans across participating organizations
- Building a "whole person" dashboard, a closed-loop referral management system, and pathways to individual medical records in the SHIE clinical data repository
- Developing population health analytics and reporting dashboards for tracking health outcomes of WPC - Cruz to Health participants

"Whole Person Care - Cruz to Health is an innovative approach to improving care coordination and health outcomes for our most vulnerable community members through evidence-based interventions and progressive data sharing strategies. By breaking down silos and streamlining communication across multiple systems, WPC - Cruz to Health lays a foundation for improved care and health outcomes for all members of our community."

*— Giang Nguyen, Agency Director
County of Santa Cruz Health Services Agency*