

## ***Whole Person Care Program of San Benito County***

### **Program Overview**

- Whole Person Care (WPC): The WPC program focuses on the coordination of health, behavioral health, and social services, as applicable, in a patient-centered manner with the goals of improved beneficiary health and well-being through more efficient and effective use of resources.
- San Benito County (SBC) is the lead entity for the California Small County Collaborative which also includes Plumas and Mariposa Counties.

### **Program Goals**

- To provide enhanced care coordination services to adults who are homeless or at risk of homelessness with mental illness and/or substance abuse disorder, or that have two or more chronic conditions.
- Serve participants who are high users of multiple healthcare systems and reduce costly hospitalizations and visits to the emergency department by assisting them with services and supports necessary to break down the barriers and challenges that prevent them from being successful in managing their illnesses or stabilizing their lives.

### **Funding**

- Whole Person Care Funds – Department of Health Care Services

### **Program Components**

- Participant “Client” Engagement and Outreach
- Multi-disciplinary approach
- Comprehensive Care Coordination
- Permanent Housing
- Real-time data sharing between partners

### **Target Population**

#### **San Benito County adult Medi-Cal beneficiaries that are homeless or at risk of being homeless with one or more of the following:**

- Have a behavioral health condition (Mental Health or Substance Abuse disorder)
- Two or more chronic health conditions
- Repeated incidents of avoidable Emergency department use, hospital admissions, or nursing facility placement
- Involved with the Criminal Justice System

## **Community Partners**

SBC Health and Human Services Agency (Lead)	Anthem Blue Cross
SBC Public Health Services	Hazel Hawkins Memorial Hospital
SBC Behavioral Health Department	San Benito Health Foundation
SBC Community Services & Workforce Development	Coalition of Homeless Services Providers
SBC Probation Department	Housing Authority of the County of Santa Cruz
Youth Alliance	Community Housing Solutions

## **Referrals**

- SBC Health and Human Services Agency (HHSA) has responsibility and authority over the WPC pilot and is the main point-of-contact.
- HHSA WPC team is currently compiling a list of potential participants as well as developing a referral process for external partners.
- WPC team will determine eligibility for enrollment into the program.

## **Planning and Governance**

- All community partners will enter into a memorandum of understanding with HHSA.
- Participant engagement and comprehensive care coordination teams will be established.
- Quarterly program quality and financial monitoring

## **Program Timeline**

- July 2017 – 2020
- WPC Kick-off meeting November 2017
- Enrollment begins January 2018
  - Priority: About 42 participants who are homeless or at risk of being homeless
  - No Cap: Up to 187 more/or less total participants over the 3 year period with an expected reduction in participants during 2019-2020.

## **Contacts**

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