Vision

To ensure the most vulnerable individuals living in Los Angeles County have the resources and support they need to thrive

Mission

Build an integrated health system that delivers seamless, coordinated services to the highest risk LA County residents
WPC Overview

- Part of the 1115 Medicaid Waiver
- $900m ($450m Federal funding) between 2016-2020
- Builds countywide infrastructure to improve care to high-risk, high-need Medi-Cal beneficiaries that are “high-users” of multiple public systems

Focus on:
- Creating an integrated delivery system
- Care coordination during high-risk times
- Addressing social and behavioral health needs
- Creating jobs for individuals with shared lived experience
**Populations & General Approach**

- High-risk population focus
- Regional Deployment with multiple entry points – “Any Door” approach
- Complex Care Management Foundation
  - Behavioral Health & social needs focus
  - Community Health Worker-driven social service teams
  - Linkage to & Integration with the existing longitudinal providers
Homeless Care Support Service
Recovery Care
Sobering Center
Benefits Advocacy

Justice-Involved High-Risk
Re-entry Enhanced Care Coordination
Community-based Re-entry

Mental Health High-Risk
Intensive Service Recipients
Residential and Bridging Care

SUD High-Risk
SUD Engagement, Navigation and Support

Medical High-Risk
Transitions of Care

*Does not cover housing subsidy
Central Program Structure

WPC Hub

Program Leadership
- WPC Leadership
  - Management Advisory Board/Workgroups

Countywide Data/Analytics
- County Inputs
- Analytic support
- Data Sharing/Integration
  - Health Plans, HIE

Enabling IT & Support
- CHAMP – Comprehensive Health Accompaniment & Management Platform
- Community Resource Platform

Training Institute
- Countywide Training Collaborative to support WPC training
- Develop curriculum & tools to support WPC

Performance Improvement
- Evaluation & Learning Team – Relentless pursuit
- Improvement Advisors to support PI activities
Implementing Data Sharing

- **Goal – “Universality”**
  - Universally Accessible Care Plan

- **Client Authorization for Data Sharing**
  - HIPAA and non-HIPAA covered entities
  - 42 CFR Part 2

- **Data Use & Sharing Agreement (DUSA) – Participating members**
  - HIV
  - Mental Health
  - Substance Use Disorder (SUD)
  - Other Categories (Client Choice)

- Comprehensive Health Accompaniment & Management Platform (CHAMP)
1) ASSISTED CLIENT ENGAGEMENT

Assisting/enabling clients to interact with care teams & co-manage their care plan

Key attributes:
• Multi-access appointment system
• Care plan review
• Interactive support – messaging
• Plan reminders, alerts, and tools

3) DECISION SUPPORT

Process driven intelligence/support

Key attributes:
• Care prompts, alerts, and reminders
• Standardized data entry
• Streamlined data presentation
• Enhanced task/roster management

2) CARE COORDINATION & DELIVERY

Tools/processes enabling coordinated management of physical, behavioral, & social services

Key attributes:
• Client encounter documentation
• Enhanced care team collaboration
• Care management
• Coordination with external care teams

4) POPULATION MANAGEMENT

Identification, measurement, and reporting for target populations and requisite report generation

Key attributes:
• Advanced roster management tools
• Team-based care
• Population Health tools
• Risk stratification/segmentation

5) MANAGEMENT & OPERATIONAL REPORTING

• Measurement & Performance feedback
• Dashboards – Admin/finance, quality
• Tracking & reporting
CHAMP Enabled

- Modular Data Segmentation for Security
- Master Client Index & Client Authorization storage/management
  - Consent Expiration & Revocation process
- Master User Index & DUSA storage/management
  - SUD User Index & 42 CFR Part 2 attestation storage/management
# Technology Framework

## ACCESS LAYER
- Case Manager Portal
- Client Portal
- Provider Portal

## FUNCTIONAL LAYER - CHAMP
- Assisted Client Engagement
- Care Coordination & Delivery
- Decision Support
- Population Management
- Management & Operational Reporting

## DATA/ANALYTICAL LAYER
- Data Repository
- Analytic Tools

## SECURITY LAYER
- Identity Management
- Access Management
- Master Client Index
- Master User Index

## INTEGRATION LAYER
- Information Exchange
- External Systems

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**ACCESS LAYER**

**FUNCTIONAL LAYER - CHAMP**

**DATA/ANALYTICAL LAYER**

**SECURITY LAYER**

**INTEGRATION LAYER**

*The technical mapping and exchanging of data with internal and external systems*
CMP integration requires a service-based exchange solution—enabling access to CMP regardless of community access point.

Accompaniment:
- Clients
- Care Management Team
- Administrators

Exchange:
- OUTBOUND: Information available to external partners
- INBOUND: Useful Client Information available to WPC staff

Community:
- Local Health Information Exchanges
- Exchanges with established platforms
- Point-to-Point Interfaces
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Find community resources near you

One Degree makes it easy to find food, housing, job training, after-school programs, and much more.

Now available for the San Francisco Bay Area. Learn more>

Sign up for a free One Degree account to save your resources, share your experiences, and keep track of your progress.

Your email

Get started >

One Degree – Community Facing Elements & Search Functionality
Housing

Opportunities (2)
Organizations (24)
Collections (34)

1 - 2 of 2 resources found within 5 miles of San Francisco, CA.
You're filtering out some opportunities. (Clear all filters)

- Get emergency shelter for Asian Pacific Islander domestic violence survivors
  Asian Women's Shelter

- Get free counseling on a housing problem
  Housing Rights Committee of San Francisco

We found these results within 10 miles.
You're filtering out some opportunities. (Clear all filters)

- Get free family counseling
  Cameron House

- Apply for low-income rental housing
  ASIAN, Inc.

Filter your results by...

Community
- Transitional age youth
- Children
- Seniors
- People with disabilities

Language
- Mandarin
- Spanish
- Cantonese
- Vietnamese

Age
- Age
- Go

Annual income
- Income
- Go

County served
- San Francisco
- Alameda

How can we help?
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Hyde Street Community Services provides outpatient mental health services to San Francisco adults. They operate a mental health clinic which is located in the Tenderloin.

Opportunities

- Get a psychiatric evaluation
- Get urgent and emergency care services
- Get mental health services for Arab or Muslim individuals
- Get individual or group treatment for mental health issues
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Overarching Whole Person Care Impacts

Patient Impact
- ~50,000 served annually
- ~9000 housed
- Support at times of highest risk
- Improved experience

Collaboration
- Collaborative governance
- Cross-county collaboration platform
- Increased community partner engagement

County Impact
- ~600 new jobs
- Largest Reentry Effort
- Data Integration & coordination of care
- Training & PI Institute
- Transportation

Sustainability
- Leverage WPC infrastructure
- Improve value (CQI)
- Partnerships & integration
- Policy Advocacy

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Questions?

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