



## MENDOCINO COUNTY – WHOLE PERSON CARE CHARTER

### Purpose

The purpose of Whole Person Care is to improve the wellbeing of Mendocino County residents experiencing mental illness, social isolation and/or poor health through enhanced interagency collaboration, peer support, and care coordination.

### Vision

The vision of Whole Person Care is to transform Mendocino County's response to our most at-risk community members into a comprehensive, seamless and person-centric system of care in which vulnerable community members receive support and care that helps them lead healthier lives.

### Strategies

Whole Person Care partners will:

1. Identify and prioritize high-need, high-risk individuals
2. Develop an individualized and shared assessment tool and care plan
3. Provide timely and coordinated care and services
4. Communicate openly with each other with an understanding of common project goals; and
5. Assure real-time, multi-agency integrated data.

### Target Population

Risk Category	Description of Pilot Group I <i>(as of 1.8.17)</i>	Estimated Count
High Intensity	Medi-Cal beneficiaries with a suspected significant mental health condition, AND:  At least 2 of the following conditions: ✓ Severe Mental Illness ✓ More than \$20,000 in health service costs ✓ More than 3 ER or 20 clinic visits per year ✓ 2 or more in-patient hospital admissions ✓ Homeless or at-risk of homelessness ✓ Co-occurring substance use disorder ✓ Recent interaction with criminal justice	Up to 200 annually  (may remain enrolled indefinitely)
Short Term Care Coordination	Short-term care coordination services will be provided to enrollees for the last three months of enrollment, as they achieve their wellness goals and transition out of the WPC program.	Up to 100 annually  (enrolled maximum of three months)



## Tactics

1. To improve care coordination, we will:
  - a. Align and perform risk assessments at any point of contact through a shared universal screening tool and assessment plan
  - b. Expedite access to needed services and housing for high-risk clients in a human-centric approach, including developing shared care plans, facilitated communication across agencies, and improved workforce skills
  - c. Support our high-needs clients through a model that embraces peer support and an Adult Multi-Disciplinary Team that will facilitate and streamline support for complex clients
  - d. Develop a simple, streamlined, shared data infrastructure that is user-friendly and primarily focused on outcomes for clients
2. To develop a sustainable fiscal strategy, we will:
  - a. Ensure that we get and keep our targeted population enrolled in Medi-Cal
  - b. Fully maximize and draw-down all available state and federal funds
3. To continuously improve quality of services, we will:
  - a. Utilize shared outcome metrics
  - b. Embrace a plan, do, study, act (PDSA) methodology

Partner Organization	Signature	Date
County of Mendocino Health and Human Services Agency		
County of Mendocino Behavioral Health and Recovery Services		
Mendocino Coast Clinics		
Mendocino Community Health Clinics, Inc.		
Redwood Quality Management Corporation		
Adventist Health - Ukiah Valley		