WPC Overview

- *Medi-Cal 2020* waiver
- 5-year, $3 billion pilot program
- Builds cross-sector infrastructure and strengthens coordination of physical health care, behavioral health care, and social services
- Supports vulnerable, high-utilizing populations
- Addresses the *whole person* - medical, behavioral, emotional, and economic

*California Taps Health Care Money to Pay for Homeless Services*  
(KQED report, July 2017)
<table>
<thead>
<tr>
<th>Year</th>
<th>PY2 Midyear</th>
<th>PY3 Midyear</th>
<th>PY4 Midyear</th>
<th>PY5 Midyear</th>
<th>PY2 Annual</th>
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<th>PY5 Annual</th>
<th>Midpoint Report</th>
<th>Final Evaluation</th>
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<td>2018</td>
<td>Round 1 pilots selected</td>
<td>Round 2 pilots selected</td>
<td>Baseline Report</td>
<td>Midpoint Evaluation</td>
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WPC = 9 more reporting periods
2 evaluations (Midpoint & Final)
WPC Progress

PY2 Focus on Infrastructure Development

- Convening steering committees
- Hiring/forming care teams
- Creating care coordination workflows
- Selecting/implementing IT platforms
- Establishing data sharing MOUs/processes
WPC Progress

- Enrollment and service delivery have begun
  - Total enrollment of 17,000+ in May 2017
- 15 pilots approved in Round 2
  - New and legacy pilots
  - Started July 1, 2017
  - 25 WPC pilots in total
- Pilots will continue infrastructure development in PY3
WPC Challenges and Solutions
WPC Challenge #1: Hiring

Why is it challenging?
- Long timeline
- Competition for talent

Solutions

- Leverage external **staffing services** to identify candidates
- Hire **contractors**
- Clearly defined **career ladders**
- **Hiring exam** to streamline process and identify correct skillset
- **Generate publicity** for the project to stimulate interest and create potential talent pipeline
- Bring on **program participants** as peer navigation staff
Challenge #2: Client Engagement

Why is it challenging?
- Transient populations with complex conditions
- Previously disengaged with health care system or pending applications

Solutions
- **Verbal** followed by written consent
- Engaging homeless in **community**
- Engaging justice-involved individuals **upon release**
- Hiring **peer navigators** with lived experience
Challenge #3: Data Privacy/Sharing

Why is it challenging?

• Sensitivity of patient information, especially for behavioral health
• Balance of protecting patient privacy with coordinating care

Solutions

• Behavioral Health runs data matches and manages data warehouse
• Hiring staff inside Behavioral Health
• Care management systems turn on or off sensitive data/data sharing capabilities in real time
• Following the State Health Information Guidance (SHIG), developed by the California Office of Health Information Integrity (CalOHII): [http://www.chhs.ca.gov/OHII/Pages/shig.aspx](http://www.chhs.ca.gov/OHII/Pages/shig.aspx)
Challenge #4: Medi-Cal Churn

Why is it challenging?

- Transient populations
- Counties vary in which departments have access to Medi-Cal Eligibility Data System (MEDS) files
- Beneficiary’s absence in monthly MEDS files is only indication of drop-off for third-party MEDS file users

Solutions

- Send enrollee list to eligibility office to **cross check for redetermination**
- **Provide SSI training** to staff
- Outreach staff **combing MEDS files** and providing targeted outreach to individuals
Looking Ahead: Program Year 3

<table>
<thead>
<tr>
<th>Continued Work</th>
<th>PY3 Focus</th>
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<tbody>
<tr>
<td>• Physical infrastructure</td>
<td>• Provision of care and service delivery</td>
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<tr>
<td>• Technology infrastructure</td>
<td>• Performance measurement and improvement</td>
</tr>
<tr>
<td>• Incorporating data sharing solutions into workflows</td>
<td>• Data reporting and analysis</td>
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<td>• Continuous enrollment</td>
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Strategic Thinking

| • Spread                                                                 | • Support                                                   |
Learn more at 

safetynetinstitute.org/wpc

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