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?

The Santa Clara County WPC pilot target population includes high utilizers of health and behavioral health services. To identify eligible individuals, Santa Clara Valley Health and Hospital System’s (SCVHHS) Center for Population Health Improvement aggregated data from across SCVHHS departments and Valley Health Plan (the county’s managed care plan). A point system was developed to assess which individuals would benefit most from WPC. The point system measures usage of emergency, inpatient, and urgent care systems, with a higher point value assigned to emergency psychiatric and medical encounters. Partner organizations also identified sub-groups of the target population who may have been excluded in these calculations due to justice involvement, a lack of access to care, or other circumstance.

What health care and social service organizations are participating?

The partner organizations participating in Santa Clara County’s WPC pilot project include:

- **Anthem-Blue Cross**: Medi-Cal managed care plan for 73,886 enrollees in the county
- **Behavioral Health Contractors Association**: Network of community-based behavioral health providers
- **Community Health Partnership**: Consortium of nine community health centers
- **County of Santa Clara Office of Supportive Housing**: County supportive housing agency
- **Custody Health Services**: Custody Health Services provides care to over 55,773 inmates annually, of which over 18% have a serious mental illness
- **El Camino Regional Hospital**: Nonprofit hospital in Santa Clara County
- **Hospital Council, Santa Clara Section**: Consortium of 12 hospitals in county
- **Housing Authority of County of Santa Clara**: County housing authority assists about 17,000 households through the federal rental housing assistance
- **Roots Community Health Center**: Community organization that provides care coordination and complex care management services targeting WPC patients of African descent
- **Santa Clara County Probation Department**: Reduces crime and protects the community through prevention, investigation and supervision services and safe custodial care for adults and juveniles
- **Santa Clara County Public Health Department (SCCPHD)**: Focuses on protecting and improving the health of communities through education, promotion of healthy lifestyles, disease and injury prevention, and the promotion of sound health policy
- **Santa Clara County Office of Reentry Services**: Resource centers that support previously incarcerated individuals
- **Santa Clara County Social Services Agency**: A culturally sensitive and socially responsible public agency providing high quality, professional, financial, and protective services to low-income individuals and families
- **Santa Clara Family Health Plan (SCFHP)**: Medi-Cal managed care plan
- **Santa Clara Valley Medical Center**: County public health care system that is dedicated to the health of the whole community by providing high quality, cost-effective medical care to all residents

**Lead Entity**: Santa Clara Valley Health and Hospital System (SCVHHS)

**Estimated Total Population**: 10,000 over the course of the 5-year pilot

**Budget**: $25 million in federal funds, matched by an equal amount of local funding provided by SCVHHS
We have incredible backing from our community, with sixteen official partners and seventeen more organizations that are supporting our efforts. With so much to offer, we can truly tailor our efforts to meet the unique needs of each individual who is part of this program to achieve better health.”

— Amy Carta
Assistant Director
Santa Clara Valley Health and Hospital System