

# Whole Person Care – Los Angeles Hospital Webinar



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**Director, Whole Person Care**

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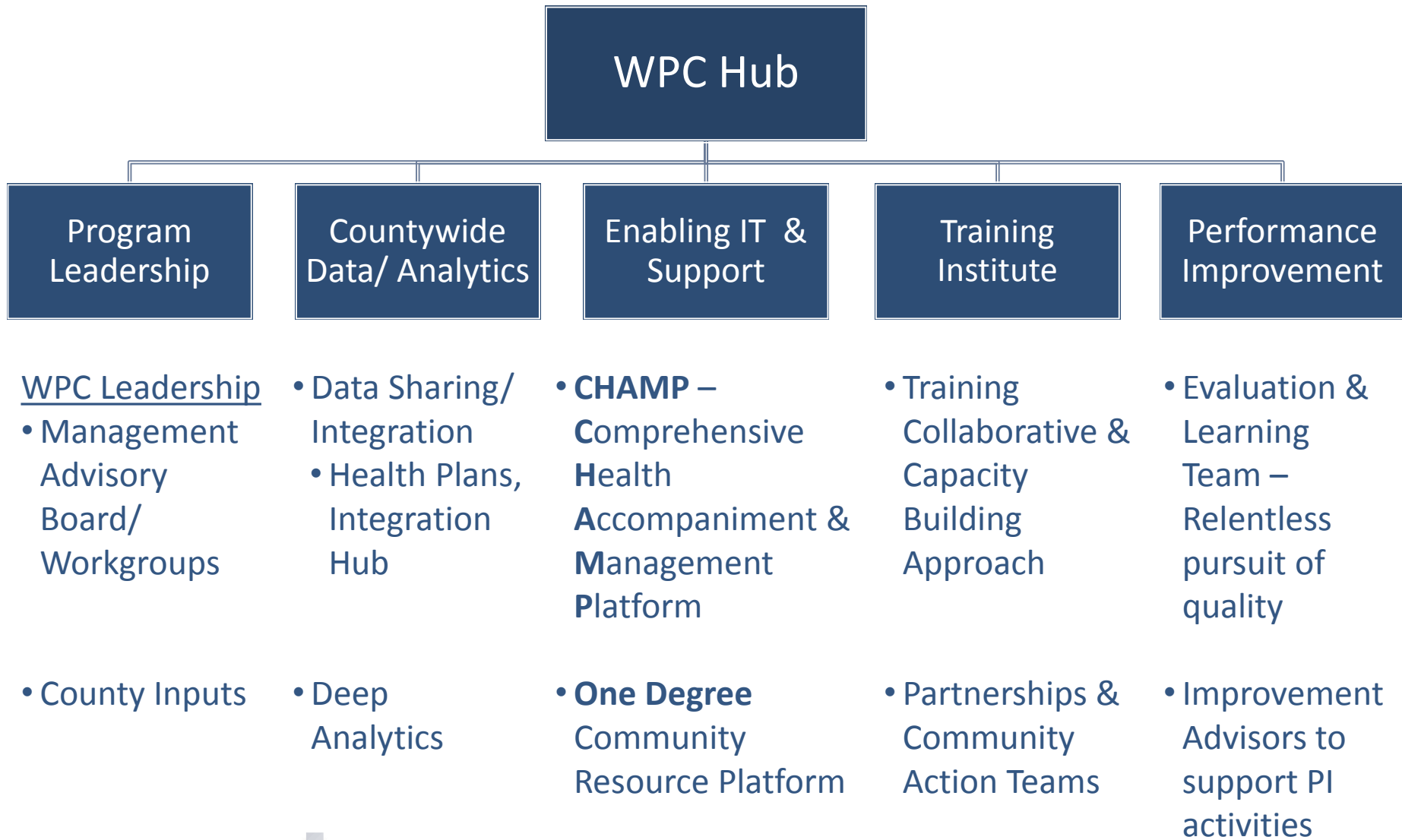
**Health Services**  
LOS ANGELES COUNTY

# WPC Overview

- Builds countywide infrastructure & community capacity to improve care to sickest, most marginalized LA County residents
- Focus on:
  - Creating an integrated health delivery system
  - Regional Deployment with multiple entry points
  - Care coordination during high-risk times
    - Community Health Worker-driven social service teams
    - Linkage to & Integration with the existing longitudinal providers
  - Creating jobs for individuals with shared lived experience



# Central Program Structure



# Populations & Programs

WPC

Homeless High-Risk\*

Justice-Involved High-Risk

Mental Health High-Risk

Perinatal High-Risk

SUD High-Risk

Medical High-Risk

Homeless Care Support Service

Re-entry Enhanced Care Coordination

Intensive Service Recipients

Mama's Neighborhood

Engagement, Navigation & Support

Transitions of Care

Tenancy Support Services

Community-based Re-entry

Residential and Bridging Care

Other Services

Recuperative Care

Juvenile Aftercare

Kin Through Peer

Benefits Advocacy

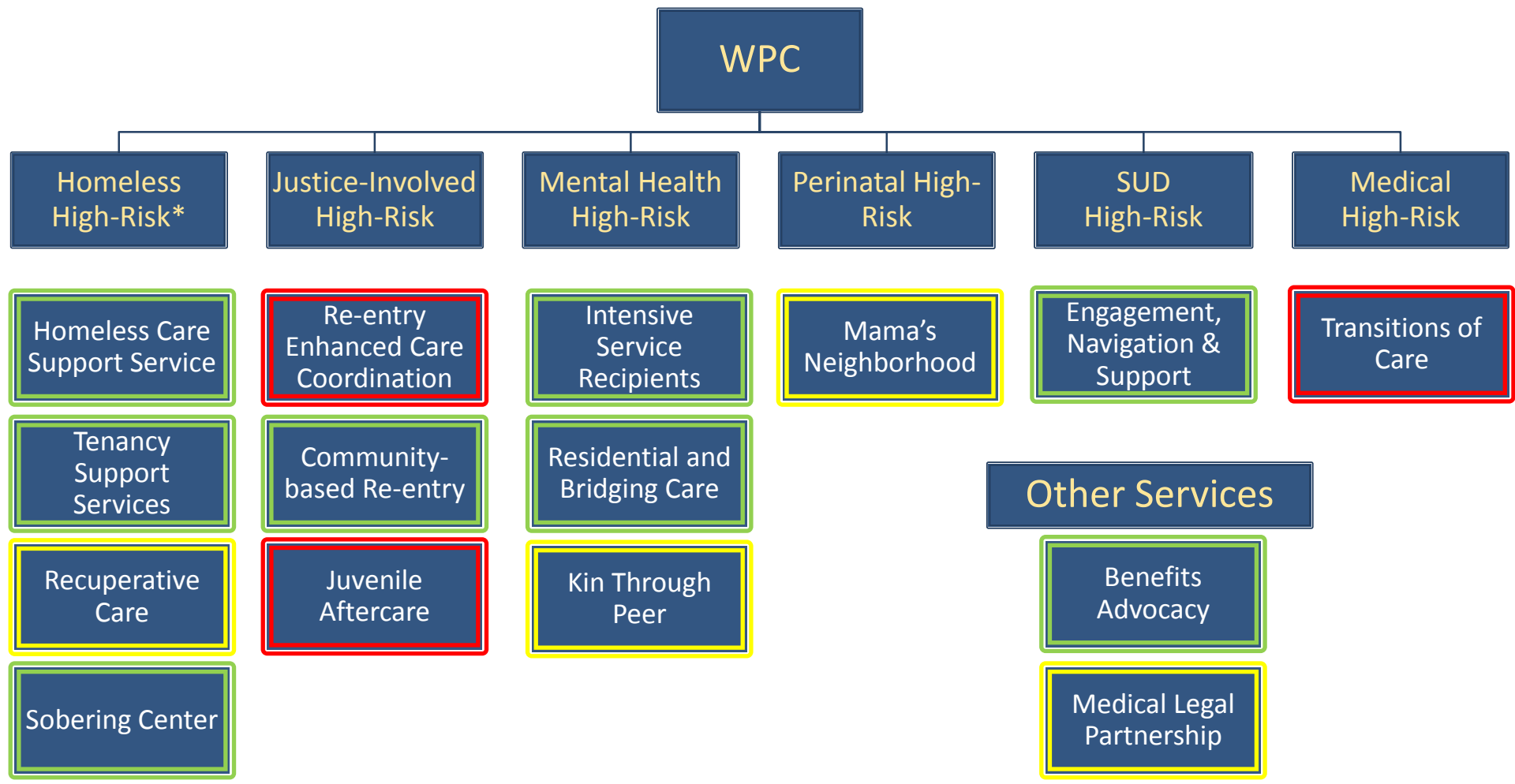
Sobering Center

Medical Legal Partnership

\*Does not cover housing subsidy



# Populations & Programs



\*Does not cover housing subsidy



# Referral Pathways

## Inviting Referrals to Whole Person Care - Los Angeles Programs!

If you are working with an Los Angeles County resident who is Medi-Cal eligible, consider our programs...

### ...Community Re-Entry Program:

- Has been released from jail or prison within the last three months
- Has ongoing needs due to physical and mental health problems, substance use, or social needs

### ...Intensive Services Recipients Program:

- Is an individual with serious mental illness who has had 4 or more admissions within the past year
- Has been recently discharged from a psychiatric hospital
- Living in SPA 2, 3, 4, or 8

CALL the WPC-LA Referral Line:  
844-804-5200

### ...Substance Use Disorder-Engagement Navigation & Support Program:

- Has active, persistent drug or alcohol use and wishes to stop using substances at the time of referral

### ...Homeless Care Support Services & Tenancy Support Services Programs

- Is homeless and would like help with housing
- Has other health problems or frequent visits to the emergency departments or hospitals

REFER to your local Coordinated Entry System (CES) provider

### ...Sobering Center

- Is intoxicated and does not require immediate medical attention
- Is willing to visit the Sobering Center

\* Note: Currently with one location serving ONLY the Skid Row area of downtown Los Angeles

CALL Exodus:  
213-395-7700

OR

REFER to E6 Street Outreach Team, EMS 1<sup>st</sup> Department, or Law Enforcement serving Skid Row



## Inviting Referrals to Whole Person Care - Los Angeles Programs!

If you are working with an Los Angeles County resident who is Medi-Cal eligible, consider our programs...

### ...Residential & Bridging Care Program

- Is currently residing in an Institution of Mental Disease or Enriched Residential Setting, but you believe could be placed in the community with support



CALL the DMH Countywide Resource Management Referral Line & speak to the "Officer of the Day":

213-738-4775

### ...Benefits Advocacy Program

- Is over 65 or has a disability and would like to apply for Supplemental Security Income (SSI) or Social Security Disability Income (SSDI)



REFER to your local provider:

SPA 1	661-948-8559
SPA 2	818-342-5897 x2157
SPA 3	626-593-2364
SPA 4	213-334-1633
SPA 5	310-399-6878
SPA 6	323-432-4399
SPA 7	562-373-5264
SPA 8	562-599-1321



# Opportunities to Engage

- Opportunities to help your patients:
  - Refer patients to WPC programs for additional support
  - Leverage WPC supports like the Community Resource Platform
- Opportunity to collaborate to help us make WPC a success:
  - Work closely with WPC-LA care teams
  - Provide high quality care to WPC clients – especially longitudinal care
  - Help us build our Community Resource Platform
  - Participate in Regional Community Action Teams
  - Send us your ideas & feedback through our website
  - **Participate in our Hospital/ED Integration Advisory Board**





# Questions?

WPC Information:

[wpc-la@dhs.lacounty.gov](mailto:wpc-la@dhs.lacounty.gov)

[www.dhs.lacounty.gov/wps/portal/dhs/wpc](http://www.dhs.lacounty.gov/wps/portal/dhs/wpc)

