



WHOLE PERSON CARE NEWSLETTER: Issue # 1

Fall 2017

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Implementation Update

We've implemented 13 of our 15 programs:

- Homeless Care Support Services
- Homeless Tenancy Support Services
- Benefits Advocacy
- Sobering Center (in Skid Row)
- Recuperative Care
- Psychiatric Recuperative Care
- Intensive Service Recipients
- Residential & Bridging Care
- Kin Through Peer
- Substance Use Disorder – Engagement, Navigation, & Support
- Transitions of Care
- Re-Entry
- MAMA'S Perinatal High Risk

We anticipate the remaining programs

Welcome to Whole Person Care-LA!

Thank you for signing up for Whole Person Care – Los Angeles (WPC-LA) News. Welcome to our first Newsletter!

We are now 11 months into implementing WPC-LA. We've been working hard to put WPC-LA programs on the ground. We've accomplished a lot, and we still have much work to do! This newsletter is designed to give you an insight into our work so far, and a preview of where we're headed. The WPC-LA program uses an intensive care management model that helps coordinate physical health, behavioral health and social services in a participant-centered manner, while building and integrating health system infrastructure. We look forward to continuing our collective work to improve the health of LA County's sickest and most marginalized residents.

Story Corner

We are excited to share stories from the WPC-LA Community Health Workers (CHWs) within our programs. We invite you to stay updated with our newsletters as we share more experiences and celebrate more successes. Our first two stories are from our Substance Use Disorder Engagement Navigation & Support Program (SUD-ENS).

CHWs work on teams with Social Workers through our SUD-ENS program to engage individuals who are ready to get help for their substance use disorder. The teams connect the individuals to substance use disorder treatment services. SUD-ENS CHWs, often in recovery themselves, are trained to support WPC-LA participants and help them get what they need to address their urgent issues, recover and eventually thrive.

Referrals to SUD-ENS may be made through the **WPC-LA Referral Line: 1-844-804-5200**. If you know someone who may benefit from the **Substance Abuse Service Helpline (SASH)**, please have them call **1-844-804-7500**. SASH assesses and links clients directly to services 24/7, 7 days a week.

will be ready to accept county-wide referrals in the near future.

Additional Funding

Through the Medicaid 1115 waiver, LA County was awarded the maximum possible funds last year. Then, earlier this year, we were invited to compete for additional funds in a second round of funding. We are happy to share that we were able to obtain an additional \$360 million in funding. This brings our total program funding to ~\$1.26 billion through 2020!

With these funds, we are adding programs to care for pregnant women and justice involved youth, provide peer support for socially isolated individuals, increase residential options for individuals with serious mental illness, and provide legal services for WPC-LA participants. We have also expanded our Homeless Care Support Services, Recuperative care, and Community Re-entry programs.

The County is working hard to combine WPC-LA funding with new funding obtained by the Homeless Initiative (e.g. Measure H), Housing for Health and the Office of Diversion and Re-entry to support LA County residents.

Collaborate with Us

The purpose of WPC's Capacity-Building and Collaboration Team is to increase the ability of WPC staff (especially CHWs) to carry out our work. We also want to connect the work of WPC at the individual level to work at the community level in the 8 Service Planning Areas (SPAs). The team will use a popular (people's) education approach to work with program participants and partners. This means recognizing that all people know a lot as a result of their life experience. It also means that people most affected by inequities are the experts about their own experience. Finally, it means drawing out and building on people's knowledge and experiences. If you are interested in partnering with us in your local community, please contact WPC-LA@dhs.lacounty.gov. Be sure to add "let's collaborate" in the subject line.

Angel

Angel Horvitz, a WPC-LA Community Health Worker (CHW) shares her experience in working with WPC-LA program participants for the WPC-LA SUD-ENS program.



Angel Horvitz, a WPC-LA CHW, has been working with WPC-LA since March 2017. She finds that the participants she interacts with primarily need housing and substance use treatment. Angel explains "Some participants are motivated to go into treatment, some are not, and others are ordered by the courts. Many participants also want housing, and accept treatment in order to get it. Later, their motivation changes and they want treatment for themselves."

Angel meets potential WPC-LA participants through hospital-based programs, community outreach, and referrals through the Substance Abuse Service Hotline (SASH). Angel recalls a participant she met through a social worker at a hospital. While in the hospital, Angel spoke with the patient about Whole Person Care and treatment for substance use disorder. The patient expressed interest in the services and was able to build a solid rapport with Angel. Post discharge, Angel helped enroll them in outpatient substance use services, mental health counseling, and connected them with benefits through the Department of Public Social Services. This helped the participant establish a source of income, reach sobriety, process their trauma and also helped develop a strong and trusting relationship with Angel and the community at large. The development of this trusting relationship that Angel built led to the participant seeking and obtaining treatment services.

The patient above exemplifies how Angel supports participants while they wait to get into residential treatment, as well as supports those who relapse. "Sometimes they are embarrassed because they relapsed. But that's okay. It's part of the process. I'll be here for them when they are ready. No matter how many times it takes." Angel continues, "Somebody changed my life for the better when I was in need, and now it's my turn to do that for someone else."

Use and Help us Build One Degree

Check out One Degree, our County's new community resource platform at www.1degree.org. Look-up community resources, use it to manage your referrals to community partners, or sign your organization up to receive referrals through One Degree. Learn how to use this powerful resource here. We hope that you will find it useful and will help us build out the resources contained in One Degree.

You can suggest or add new information on the One Degree site. Go to www.1degree.org and find the "Add information" link in the "Get Involved" section.

Learn More about WPC-LA

We invite you to visit our website and learn more about WPC-LA, ask questions, provide feedback, and sign up for future news.

Find Your Service Planning Area (SPA) for Benefits Advocacy

To locate a Benefits Advocacy provider, use the following link to find the Service Planning Area (SPA) nearest to you: <http://gis.lacounty.gov/districtlocator/>

Los Angeles County is divided into eight geographic Service Planning Areas.

SPA 1 = Antelope Valley

SPA 2 = San Fernando

SPA 3 = San Gabriel

SPA 4 = Metro

SPA 5 = West

SPA 6 = South

SPA 7 = East

SPA 8 = South Bay

Contact Details

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WPC-LA@dhs.lacounty.gov
<https://dhs.lacounty.gov/wps/portal/dhs/wpc>

"It is an honor to have Miss Angel as part of my journey. Who showed me the way to go. Whose strength and compassion has held me in my recovery. She really is my Angel. Thanks to her I got into a treatment facility, and prior to that I had no medical care. Within a week she helped me apply for benefits and has been part of my support system."

- WPC-LA Participant

Joanne

Joanne Westpoint, a WPC-LA Community Health Worker, shares a success story with one of her first program participants.



Joanne Westpoint, a WPC-LA CHW, recalls a woman she met who had just given birth. The participant had lost her other children to the foster care system, and desperately wanted to keep her baby and begin living a healthier lifestyle. No one had ever offered her support and advocacy before, and she had never seen a clear path to getting the help she needed to change her life. Joanne quickly developed a strong relationship with the WPC participant with the goal of recovery and obtaining treatment for her substance use disorder. Joanne helped her call SASH and was put on a wait list for entry into a residential treatment facility. In the meantime, Joanne helped the participant with appearing for her mandated court hearings and getting health insurance.

Despite Joanne's and the mother's efforts, the baby was placed in the foster care system. This was extremely difficult for the participant, and put her at risk for relapse. Joanne worked closely with her during this challenging time and helped keep her motivated to move forward towards recovery and relapse prevention. The participant is focused on doing everything possible to get her children back and start her family again.

Joanne will connect with the participant once she is ready to leave residential treatment, work on other goals, and help link her to an outpatient program to continue her recovery. The participant feels that without WPC-LA stepping in to help her maintain sobriety, she wouldn't be sober today. "I wouldn't have been able to take the steps necessary

towards recovery without Joanne's help. She didn't give up on me and I thank her so much for that." - WPC-LA Participant.

"I could relate to her situation, based on my own lived experience. I empathize with how difficult it has been for her to recover without support from society. This is something that I cherish about being a Community Health Worker— that I can relate to her and walk her through these processes to get her to where she wants to be holistically."

- Joanne Westpoint, WPC-LA CHW

Inviting Referrals to WPC-LA

Refer to Whole Person Care - Los Angeles Programs For Los Angeles County residents who are Medi-Cal eligible, consider our programs...	
...Community Re-Entry Program: <ul style="list-style-type: none">Released from jail or prison within the last three monthsOngoing needs due to physical and mental health problems, substance use, or social needs ...Intensive Services Recipients Program: <ul style="list-style-type: none">An individual with serious mental illness who has had 4 or more admissions within the past yearRecently discharged from a psychiatric hospitalLiving in LA County Service Planning Area (SPA) 2, 3, 4, or 8 ...Substance Use Disorder-Engagement Navigation & Support Program: <ul style="list-style-type: none">Has active, persistent drug or alcohol use and wishes to stop using substances at the time of referral	CALL the WPC-LA Referral Line: 844-804-5200
...Homeless Care Support Services & Tenancy Support Services Programs <ul style="list-style-type: none">Homeless and would like help with housingHas other health problems or frequent visits to the emergency departments or hospitals	REFER to your local Coordinated Entry System (CES) provider http://ceslosangeles.weebly.com/
...MAMA'S Neighborhood <ul style="list-style-type: none">Expectant mother who has one or more risk factors that impacts birth outcome, i.e. homeless, teen, mental health, chronic health or substance use issue, etc.	CALL 844-37-MAMAS or refer through http://dhs.lacounty.gov/wps/portal/dhs/wh/pregnancy/mamas or email mamas@dhs.lacounty.gov
...Sobering Center <ul style="list-style-type: none">Intoxicated and does not require immediate medical attentionWilling to visit the Sobering Center <small>*Note: Currently with one location serving ONLY the Skid Row area of downtown Los Angeles</small>	CALL Exodus: 213-395-7700 OR REFER to EG Street Outreach Team, EMS 1 st Department, or Law Enforcement serving Skid Row
...Residential & Bridging Care Program <ul style="list-style-type: none">Currently residing in an Institution of Mental Disease or Enriched Residential Setting, but 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 <ul style="list-style-type: none">Over 65 or has a disability and wants to apply for Supplemental Security Income (SSI) or Social Security Disability Income (SSDI) <small>*Note: To find your local provider, according to your SPA, click here: http://gis.lacounty.gov/districtlocator/</small>	REFER to your local provider: SPA 1 (661) 948-8559 SPA 2 (818) 342-5897 Ext. 2157 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

Please refer LA County residents who are eligible for Medi-Cal to WPC-LA! More detailed eligibility criteria and the referral approach to WPC-LA programs can be found on the website, <https://wpc.dhs.lacounty.gov> or call the **WPC-LA Referral line: 844-804-5200**.