

**BEHAVIORAL HEALTH ADVISORY BOARD
ADULT SERVICES COMMITTEE
MINUTES ■ Thursday, November 2, 2017**

<p>Present Nancy Borchard, Committee Co-Chair Gane Brooking, Committee Co-Chair Ratan Bhavnani, BHAB Jerry Harris, BHAB Chair Sara Bavar, NAMI Catie Sander, NAMI Jennifer Goble, Pacific Clinics Kalie Matisek, Turning Point Foundation Dana Secor, Turning Point Foundation Denise Noguera, VCAAA Deanna Handel, Health Care Agency Heather Freudenthaler, Health Care Agency</p>	<p>VCBH Managers/Staff Present John Schipper, Adult Division Manager Anna Flores, ADP Manager Clara Barron, MHSA Manager Pam Roach, Transformational Liaison Edith Pham, BHAB Assistant</p> <p>NEXT MEETING: Thursday, January 4, 2018, 10:00 a.m. – 12:00 pm</p> <p>Ventura County Behavioral Health 1911 Williams Drive, second floor, Oxnard</p>
---	--

Note: The committee has not yet approved these minutes. There may be additions/deletions or corrections before the minutes are accepted in final form.

	DISCUSSION/CONCLUSIONS	RECOMMENDATIONS/ ACTIONS	RESPONSIBLE
I.	Call to Order Co-Chair Nancy Borchard called the meeting to order at 10:05 a.m.		
II.	Approval of the Agenda Ms. Borchard asked the Committee to review and approve today's agenda. Pam Roach moved to approve, Catie Sander seconded. The motion passed unanimously.	The agenda was approved as written. M/S/C	
III.	Approval of the Minutes Ms. Borchard asked the committee to review and approve the minutes of the October 5, 2017 meeting. John Schipper moved to approve, Jerry Harris seconded. The motion passed unanimously.	The minutes were approved as written. M/S/C	
IV.	Welcome and Introductions Ms. Borchard welcomed everyone and asked for introductions.		
V.	Chair Announcements Ms. Borchard noted that Gane Brooking is the new Committee's Co-Chair.		
VI.	Public Comments None.		
VII.	<p>Presentation: Whole Person Care (WPC) – Deanna Handel, WPC Manager, and Heather Freudenthaler, WPC Clinician</p> <p>Whole Person Care is being implemented throughout the country. Its goal is to achieve better outcomes for high-utilizers and have a positive impact on the health care system. In California, the statewide waiver program is funded through December 2020.</p> <p>Locally, the target population is Medi-Cal beneficiaries ages 18 to 65 with complex care needs, including physical, mental and substance use issues. They cost ten times as much as the average patient and have three times as many health care visits.</p> <p>The WPC program includes 14 field staff who are trained in motivational interviewing, Mental Health First Aid, assaultive behavior management, and other training. The program provides services such as care coordination, wraparound supports, and addresses social/behavioral barriers to wellness.</p> <p>Mobile outreach care pods are being planned. Staffed with nurses and alcohol treatment specialists, they will have showers and an exam room. They should be located at River Haven, in another Ventura location, at a Santa Paula church, and in the East County. Some of these pods will be at permanent locations.</p>		

	<p>Referrals to WPC can come from hospitals, ambulatory care clinics, and community partners. Referrals can be made by phone (339-1122), fax (339-1128), or email (wholepersoncare@ventura.org). If patients are not appropriate for WPC, they will be referred to other programs.</p> <p>See attached for more details.</p>		
<p>VIII.</p>	<p>Members and Participants Comments</p> <p>A. Ms. Borchard noted that the BHAB will be looking at site visits it might conduct during this fiscal year. This committee suggested the Horizon View Mental Health Rehabilitation Center, Anka Hillmont House, Crisis Residential Treatment, and Hillmont Psychiatric Center. A field trip to Aurora Vista del Mar psychiatric hospital was also proposed.</p> <p>A brief discussion followed, regarding the security measures recently implemented at Hillmont Psychiatric Center (HPC). It was suggested to give a BHAB recognition to an HPC employee who provides direct services to the clients.</p> <p>Ms. Borchard agreed to contact Dan Powell, HPC Operations Supervisor, and invite him to present at one of this committee's meetings.</p> <p>B. Gane Brooking noted that the City of Ventura is working on opening a year-round homeless shelter. She encouraged all to attend the next city council meeting on November 6. The Armory in Ventura is scheduled to open as the winter warming shelter.</p> <p>C. Jennifer Gomez noted that she attended a statewide forum in Los Angeles. Mental Health America of Northern California (NorCal MHA) has introduced its newest program: Advancing Client and Community Empowerment through Sustainable Solutions (ACCESS). Consumers can fill out a stakeholder survey at accesscalifornia.org.</p> <p>D. Kalie Matisek noted that River Haven is replacing its domes with new Tuff Sheds. The single size sheds cost \$3,900, and the double size sheds cost \$4,400. Community support will be needed. Currently, 26 people live at River Haven. Safe Haven does not have any openings at this time.</p> <p>E. Ratan Bhavnani noted that Jim Matthews passed away a few days prior. He and his wife Lou were instrumental in founding NAMI Ventura County.</p> <p>F. Clara Barron noted that the MHSA Three-Year Plan is out for community input. It is posted on the BHAB website at vchca.org/bhab-general-meeting. Public comments can be submitted for another two weeks.</p>	<p>Invite Dan Powell to present</p>	<p>N. Borchard</p>
<p>IX.</p>	<p>Update: Behavioral Health Adult Division – Dr. John Schipper</p> <p>Some Adult Division managers and staff have been meeting with BHAB Member Kay Wilson-Bolton, founder of the non-profit Spirit of Santa Paula. The discussions center around the challenge of managing people in Santa Paula who are mentally ill, homeless, and often substance users. VCBH has discussed the case of some persons of concerns with the Santa Paula police.</p>		
<p>X.</p>	<p>Update: Behavioral Health Substance Use Disorders – Anna Flores</p> <p>VCBH has submitted information to the state on the Drug Medi-Cal Organized Delivery System Waiver (DMC-ODS), also referred as "the waiver". The program is scheduled to go live on March 1st, 2018.</p> <p>Ms. Flores suggested inviting Anita Catapusan and Luis Tovar for a presentation on the implementation of the DMC-ODS.</p>		
<p>XI.</p>	<p>Adjourn</p> <p>The meeting adjourned at 11:55 a.m.</p>		



VENTURA COUNTY WHOLE PERSON CARE PILOT

Deanna Handel
 Manager, Whole Person Care

VCBH BHAB Adult Services
 Committee
 11/2/17

Whole Person Care – 3 Big Ideas

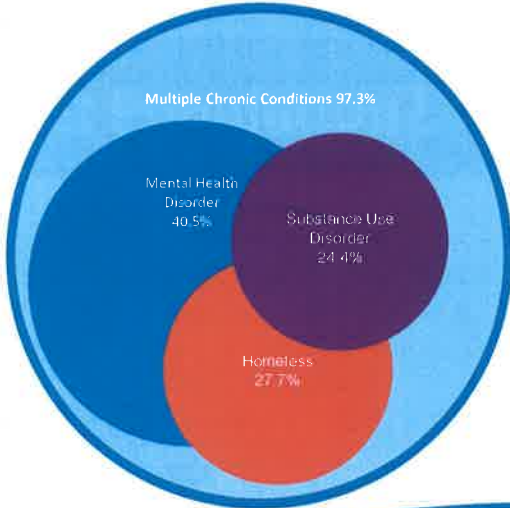
- Disproportionate costs driven by small group whose needs span **multiple systems**
- Proven delivery models **improve care** and **reduce costs** using data-driven, human centered approaches
- Success requires thoughtfully **changing systems** in ways that should ultimately **benefit all patients**, have positive impacts **beyond the health care system**



Who is our Target Population?

Gold Coast Health Plan (MediCal)
high utilizing beneficiaries with four or more ED visits and/or two or more IP admits

- WPC Connect Pilot:**
- **880 participant rolling enrollment**
 - **2240 beneficiaries served over 4 years**

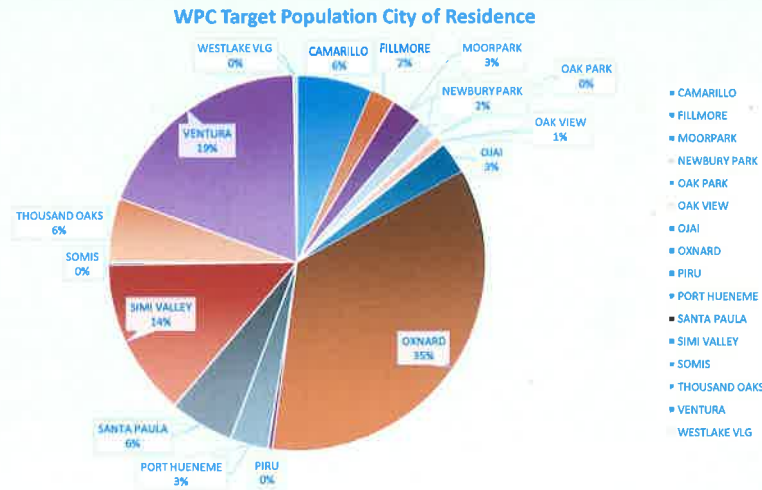


Why this Population?



Per person, the target population costs 10x as much as average and has 3.2x as many health care visits.

WPC Target Population - Locations



WPC Target Population - Characteristics

Characteristic	#	%
Gender		
Female	1559	58%
Male	1121	42%
Language		
English	2293	86%
Spanish	339	13%
Age	Average: 43.4 years	Range: 18-95
ER Visits	6.7	0-123, 97%
Inpatient Stays	2.9	0-23, 51%
Preventive Care		39.7%
Overlap with June, 2016 list	663	25%



WPC Target Population – Top Conditions

Top Diagnoses by Freq. – WPC TP	Most Prevalent Chronic Diseases (US)
Other Arthropathies, Bone and Joint Disorders (1026)	Hypertension
Headache (666)	Hyperlipidemia
Other Spinal and Back Disorders: Low Back (656)	Allergies, Sinusitis, and Other UR Cond.
Other Respiratory Symptoms (640)	Arthritis
Diabetes Mellitus Type 2 and Hyperglycemic States (635)	Mood Disorders (Depression and Bipolar)
Rheumatic Fever (626)	Diabetes (Type 1 and Type 2)
Factors Influencing Health Status (605)	Anxiety Disorders
Essential Hypertension (601)	Asthma
Generalized Anxiety Disorder (596)	Coronary Artery Disease (incl. MI)
Other Cardiovascular Symptoms (558)	Thyroid Disorders
Infections of the Skin and Cutaneous Tissues (534)	COPD and Bronchiectasis



Delivery System

- **Intensive, multi-disciplinary care coordination**
- **Engagement using CHWs**
 - **Build relationships**
 - **Address social/behavioral barriers to wellness**
- **Wraparound supports – food, transport, shelter/housing leveraged through community partnerships**
- **Recuperative care**
- **Mobile care (outreach pods)**



Implementation/Staffing Structure

Category	Position Types	Phase I FTEs
Administrative	Manager IT/Database/QI Admin/Finance MD/Psych (Consulting)	1
Care Coordination		
- Central	Nurse Manager BH Clinician RN	3
- Field	CHWs	14
- Engagement	RN Substance Abuse Specialist Medical Assistant	3

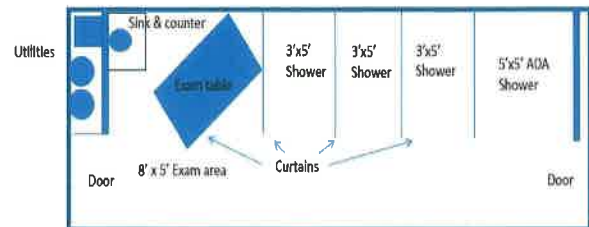


HCA Mobile Outreach Care Pods

- Portable, retrofitted container boxes
- Equipped with showers and exam room
- Focus is hygiene and field treatment of some conditions
- Staffed with medical/behavioral health/drug & alcohol/social service personnel as well as Social service CBO's/Partners
- **Wraparound Services**
 - Wholistic approach to patient care in a single location




We believe that hygiene brings dignity, and dignity opens up opportunity.



Who is eligible? Who to refer?

- Patients with 4 or more ED visits in past year and/or
- 2 or more hospitalizations in past year

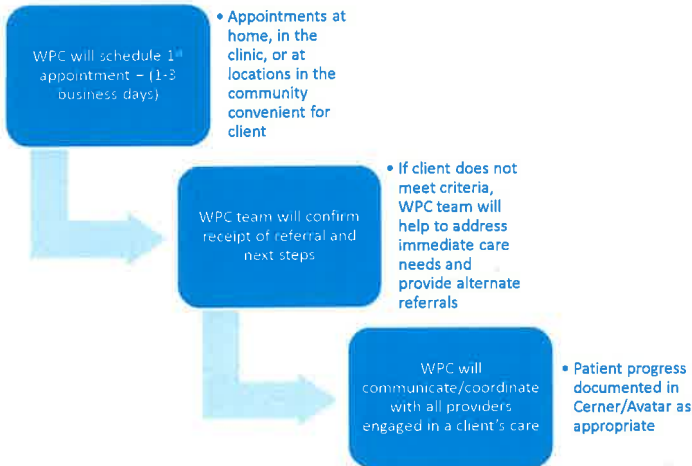
- Full-scope MediCal patients ages 18-65 with complex care needs
- Multiple comorbidities and/or service needs-- including social service needs, mental health or alcohol and drug concerns


11

Services we provide:


12

What happens next?



How to make a referral



**VENTURA COUNTY
HEALTH CARE AGENCY**

WHOLE PERSON CARE REFERRAL
Office (805) 339-1122 FAX (805) 339-1128
E-mail wholepersoncare@ventura.org

This information is intended only for the use by the Whole Person Care Program. If you are not the intended recipient, please deliver it to the intended recipient. Disclosure, copying, dissemination, distribution or the taking of any action in reliance on the contents of this transmitted information is strictly prohibited.

Date _____

SECTION I REFERRING SOURCE

Referral by _____ Phone _____ FAX _____

Agency/Address: _____

E-Mail Address _____

SECTION II CLIENT INFORMATION



VENTURA COUNTY
HEALTH CARE AGENCY

THANK YOU!

WHOLEPERSONCARE@VENTURA.ORG

(805)339-1122

Whole Person Care Referral

The Whole Person Care Program seeks to provide coordinated and cost-effective care for high-complexity, high need Medi-Cal clients whose care spans multiple systems. Whole Person Care will provide intensive, high-quality care coordination by a multi-disciplinary team of experts and regular check-ins by community health/service workers who can support clients in navigating care plans and addressing barriers to care. Client progress will be tracked by a technology platform that supports real-time management of care across multiple providers.

Qualifying criteria for Whole Person Care:

- ◆ Medi-Cal eligible clients (Whole Person Care can assist with enrollment in Medi-Cal)
- ◆ 4 or more Emergency Department visits within the last year and/or
- ◆ 2 or more hospitalizations within the last year

What happens next?

Whole Person Care will verify eligibility and contact the client within 1 - 3 business days to schedule an initial appointment. If the client does not meet criteria for Whole Person Care services, the client will be provided with alternate referrals.

If you need assistance with a referral, an update regarding the referral status, or to provide more information regarding the referral (such as the best way for us to contact you) please contact us via any of the contact points listed below. Thank you for your collaboration!

Whole Person Care

Phone: (805)339-1122

Fax: (805)339-1128

wholepersoncare@ventura.org

THESE INSTRUCTIONS ARE NOT A PART OF THE MEDICAL RECORD

WHOLE PERSON CARE REFERRAL

VENTURA COUNTY HEALTH CARE AGENCY



VENTURA COUNTY
HEALTH CARE AGENCY

WHOLE PERSON CARE REFERRAL

Office: (805) 339-1122 FAX: (805) 339-1128

E-mail: wholepersoncare@ventura.org

This information is intended only for the use by the Whole Person Care Program. If you are not the intended recipient, please deliver it to the intended recipient. Disclosure, copying, dissemination, distribution or the taking of any action in reliance on the contents of this transmitted information is strictly prohibited.

Date: _____

SECTION I REFERRING SOURCE

Referral by: _____ Phone: _____ FAX: _____

Agency/Address: _____

E-Mail Address: _____

SECTION II CLIENT INFORMATION

(Print) Last Name: _____ First: _____ AKA: _____

DOB _____ SEX: M F Primary Language: _____

Medi-Cal # _____ MRN: _____

Address: _____ City: _____ Zip: _____

Primary Phone: _____ Cell: _____ Permission to Text: (Carrier text messaging rates may apply)

Emergency Contact: _____ Relationship to Client: _____

Housing Status: _____

SECTION III CLIENT INFORMATION

Verify Client Consent for Referral Signature of Client: _____ Date: _____

Known Medical Diagnoses: _____

Identified problem(s)/need(s) is/are:

1. _____ 4. _____

2. _____ 5. _____

3. _____ 6. _____

SECTION IV REFERRAL STATUS (For use by WPC Staff Only)

Case open Date: _____ Unable to locate Client refused

Notified Referral Source by: Phone Fax E-mail EMR

Name of staff: _____ Date _____

Signature _____

