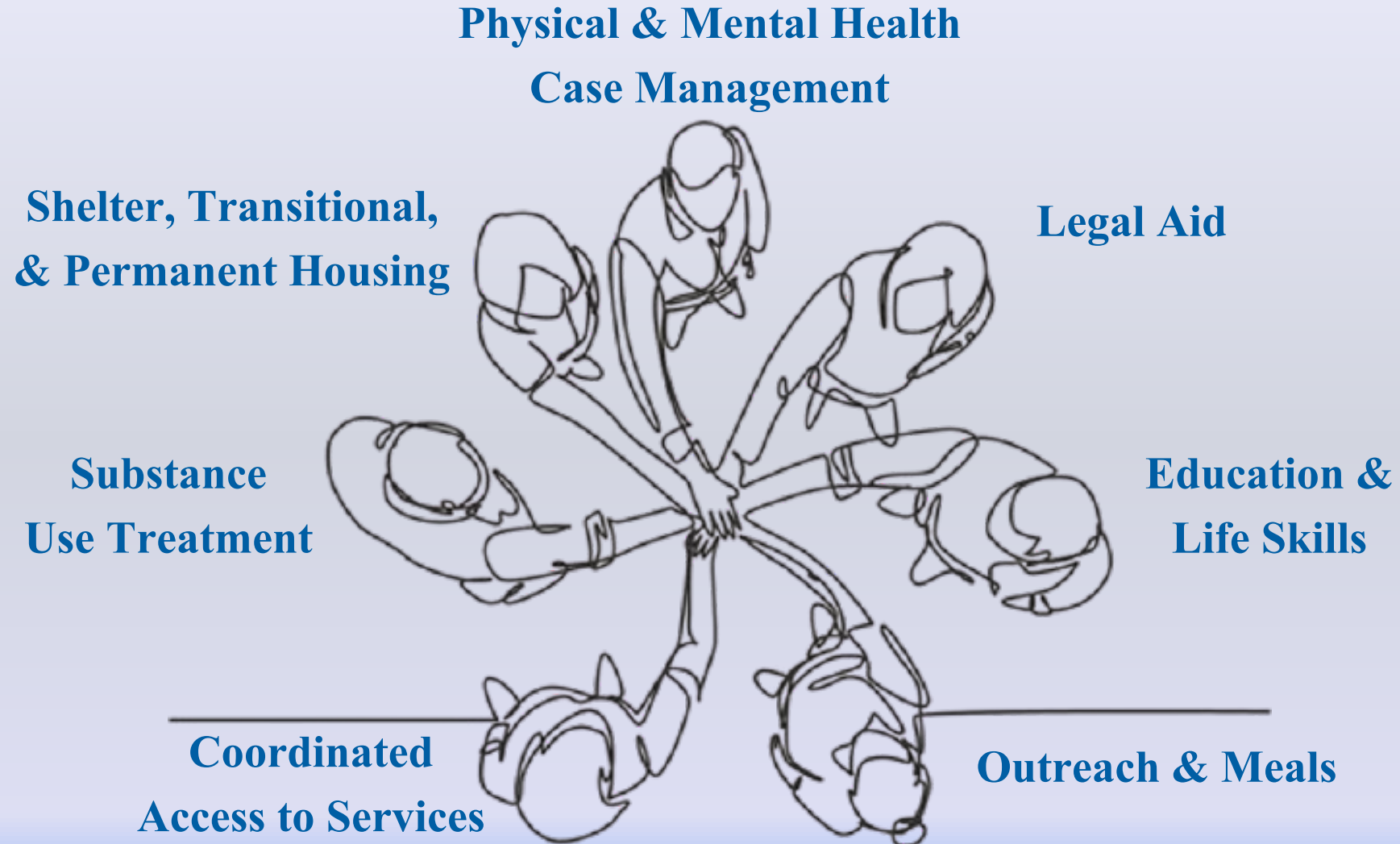




Monterey County Whole Person Care 5 Year Outcomes

Monterey County Public Health Nursing
Interim, Inc
City of Salinas
Sun Street Centers
CSUMB University Corporation
California Rural Legal Assistance
CHISPA and MidPen Housing
Franciscan Workers of Junipero Serra
Coalition of Homeless Services Providers Central
Coast Center for Independent Living

Whole Person Care Service Areas

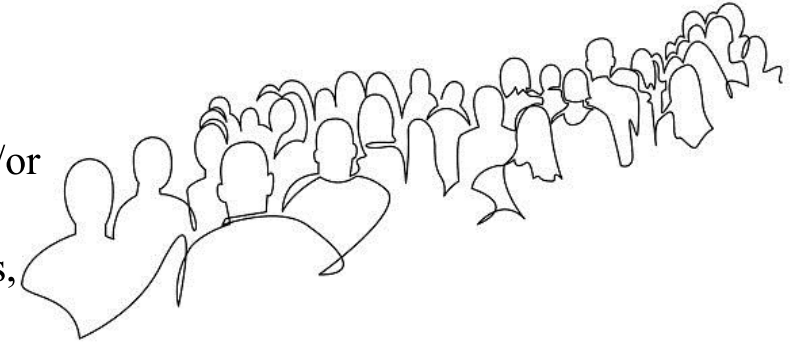




Health Outcomes

731 People

annually received WPC direct services and/or warm referrals for health/mental health, substance use treatment, financial benefits, meals, emergency shelter, housing, transportation, legal assistance, and life skills education



268 People

with complex chronic disease and/or mental health needs received coordinated Public Health Nursing Case Management



53 Percent

of people receiving Public Health Nursing case management were helped into transitional, supportive, or permanent housing



Community Partners

include Central California Alliance for Health, Department of Social Services, domestic violence shelters, hospitals, Housing Authority for Monterey County, Monterey County Clinic Services, police departments





Health Outcomes

Enrollee Health Measures	2017	2020
18-59 years with blood pressure $\leq 140/90$	60%	31%
60-85 years with blood pressure $\leq 150/90$	67%	43%
Blood glucose $\leq 8.0\%$	45%	57%
Any cause hospital readmission within 30 days	21%	5%
Emergency Department visits per 1,000 Member Months	435	87
Hospital Inpatient discharges per 1,000 Member Months	56	16
Enrollees receiving AOD treatment within 14 days of diagnosis	37%	24%
Enrollees with depression remission at 12 months	14%	8%

Outreach

Partner: Sun Street Centers

Access Specialist coordinated and facilitated:

- 330 medical appointments
- 19 men into residential treatment programs
- 12 women into residential treatment programs
- 14 outpatient surgery appointments
- 1,560 hours of access to care and substance use counseling

Partner: INTERIM, INC.

- 245 people served through site-specific outreach
 - 34 people linked to health/behavioral health services
 - 11 people linked to social services
 - 50 people linked to housing services



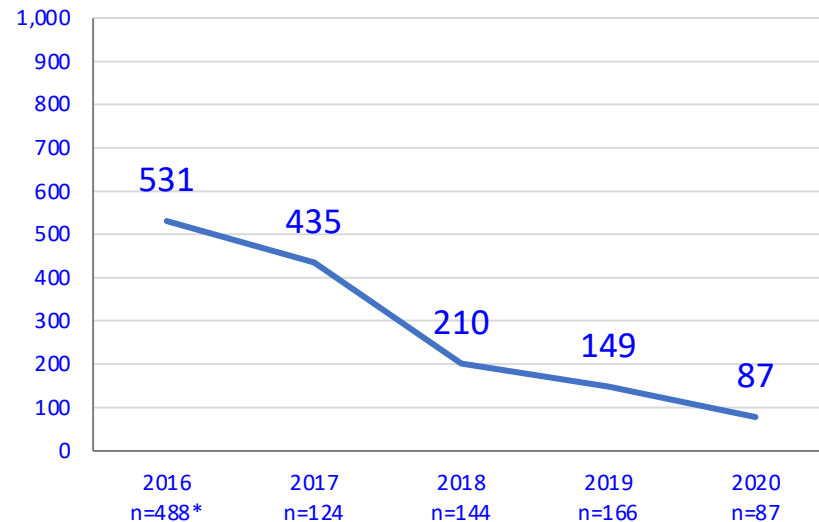
With masks, gloves, and handwipes, WPC case manager Danny Dedmon of Sun Street Centers prepares for work with clients in the field.

Public Health Nurse Case Management & Referral

- 274 unique people served with one-on-one case management
- 142 unique people permanently or transitionally housed
- 73 quality improvement projects conducted
- 80% decrease in emergency department visits
- 71% decrease in hospitalizations

Enrollee ED visits per 1,000 Member Months

Monterey County, 2016 to 2020

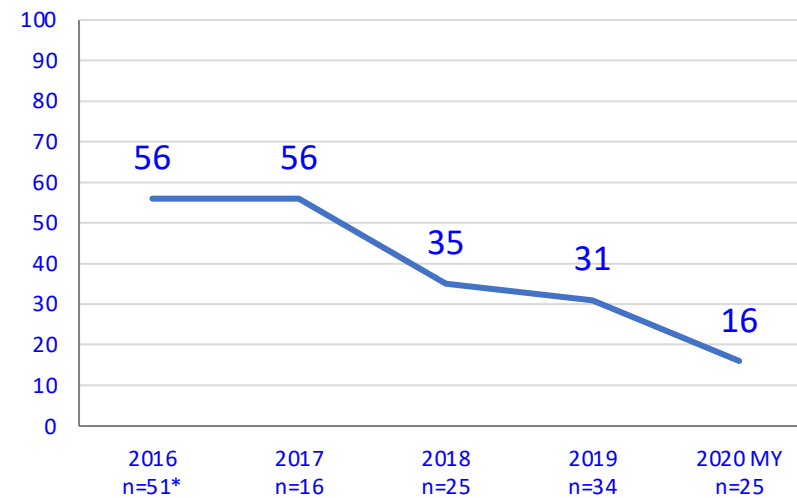


*2016 data is a baseline projection.

Source: WPC Universal Variant Reports, 2016-2020. Prepared by Monterey County Health Department, February 2021

Enrollee hospital discharges per 1,000 Member Months

Monterey County, 2016 to 2020



*2016 data is a baseline projection.

Source: WPC Universal Variant Reports, 2016-2019. Prepared by Monterey County Health Department, September 2020

Sobering Center

Partner: Sun Street Centers

- **Open 24/7 since January 2018**
- **Capacity of 10 guests at any one time**
- **964 people served**
- **Of the 325 people served in 2020:**
 - **83% identified as male**
 - **17% identified as female**
 - **93% identified as housed**
 - **6% identified as homeless**



Transitional Housing & Supports

Partner: Central Coast Center for Independent Living

- Provided housing navigation services to 167 people
- Participants received 5 months of support on average
- Services include housing location and landlord recruitment



WPC refers clients to these partners:

- Central Coast Center for Independent Living
- CHISPA Housing
- Community Homeless Solutions
- Community Human Services/Gathering for Women
- Dorothy's Place/Franciscan Workers of Junipero Serra
- MidPen Housing

Permanent Housing

Partner: CHISPA

- 20 clients housed at Junsay Oaks Senior Apartments
- Private counseling room for WPC clients and Public Health Nurses
- Senior meal delivery program
- Weekly wellness checks

Partner: CHSP

The Coalition of Homeless Services Providers manages the Coordinated Assessment Referral and Homeless Management Information System with:

- 21 Referring agencies
- 10 Receiving agencies

Partner: MIDPEN

- 20 clients housed at Moon Gate Plaza Apartments
- All 20 clients have successfully maintained their housing status
- Residents receive classes in:
 - life skills
 - responsible independence
 - harm reduction
 - maintaining a home
 - budgeting and timely payments
 - anti-hoarding techniques
 - passing household inspections



Transitional Housing, Meals, and Case Management

Partner: Franciscan Workers of Junipero Serra / Dorothy's Place

- **286 clients received case management services**
- **On average, each client received 44 services in 2020**
- **24 beds available to males and females at the House of Peace Transitional**

Residence on Soledad Street and on Jefferson Street

- **Average WPC enrollee length of stay at House of Peace is 8¹/₂ months**
- **400+ meals served daily to Chinatown residents.**



Education & Skills Training

**Partner: University Corp. at Monterey Bay
Chinatown Health Engagement Center**

- **Conducts group stress management, conflict resolution, nutrition, health & healing classes**
 - **2018: 195 clients, average of 10 group meetings per person**
 - **2019: 408 clients, average of 3 group meetings per person**
 - **2020: 401 clients received referrals to behavioral health counseling and housing connections***

*(group meetings canceled due to COVID-19)



Legal Aid

Partner: California Rural Legal Assistance

450 clients assisted with more than 650 legal issues:

- **Compelling landlords to provide needed repairs and maintenance**
- **Improving access to financial benefits**
- **Connecting intimate partner violence victims to services**
- **Recouping unpaid wages**
- **Overturing unlawful rent charges**
- **Securing health insurance payments**



Thanks to our WPC Case Management Teammates

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Salomon Martinez

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Linda Stubblefield, RN

Danny Dedmon

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Mary Gustus, PHN

Tiffanie Morla, PHN

Mia Young, RN

Patricia Zerounian, MPP



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