RICHARD SANCHEZ
DIRECTOR
(714) 834-2830
Richard.Sanchez@ochca.com

405 W. 5th STREET, 7th FLOOR
SANTA ANA, CA 92701
FAX: 714-834-5506

OFFICE OF THE DIRECTOR

March 1, 2017

Sarah Brooks, Deputy Director
Health Care Delivery Systems
Department of Health Care Services

RE: Change Memo: Second Round - Whole Person Care Pilot Application

Dear Ms. Brooks:

On behalf of the Whole Person Care (WPC) Collaborative here in Orange County, it is my pleasure to submit Orange County's Second Round application for the Whole Person Care Pilot Program in the amount of $7.567 million over three and one half years, beginning July, 2017. If approved, this would bring Orange County's total WPC Pilot over the 5-year term to $31.067 million.

This Second Round application further enhances the new infrastructure development and innovations targeted toward the needs of two beneficiary populations: 1) persons who are experiencing homelessness and 2) persons who are living with serious mental illness, with an emphasis on those that are experiencing homelessness. The collaboration of the various participating entities required to develop the proposed WPC Pilot for Orange County, resulting in this grant application, continues to generate a lot of excitement for improving care coordination and support for these vulnerable populations. The entities newly added to the WPC Collaborative as a result of this second round application are also excited about the opportunities this will bring.

Per the WPC Pilot Expansion Instructions, this also serves as Orange County's Change Memo.

Overview of Expansion Application Changes:

Orange County is requesting an additional $1,080,980 for the second half of Program Year 2 and $2,161,960 annually for Program Years 3 through 5 to provide the following expanded services:

- Increase the number of unduplicated beneficiaries served by 1,205.

- Incorporate the outreach, engagement, and supportive services provided in the drop-in and multi-service centers into the WPC to better link these beneficiaries to the WPC Participating entities reaching an additional 300 beneficiaries.

- Expand the number of Recuperative Care Bed days from 12,612 to 27,320 over the term of the WPC Pilot.

- Dedicate Recuperative Care Bed resources to clients identified in the Courtyard as having a high medical acuity

- Fund a nurse to review patients referred to Recuperative Care and approve/authorize the level of acuity

- Fund four additional community clinics to add homeless outreach and coordination services and link to the WPC care plans increasing the number of member months from 72,000 to 83,472 over the term of the WPC Pilot

- Provide the administrative infrastructure for a shared electronic Care Plan accessible to the WPC Participating Entities providing services to the WPC beneficiaries by funding the IT resources to program the interconnectivity between the WPC Care Coordination platform and the Managed Care Plan's Care Management System.

- Fund the administrative resources needed to implement, monitor and report on expanded WPC activities

Attached please find a table summarizing each substantive modification to Orange County's legacy application.

Thank you in advance for your consideration of this expansion proposal. Should you have any questions or require any additional information prior to the formal question period currently scheduled in May, 2017, please do not hesitate to contact Melissa Tober-Beers at (714) 834-5891 or at mtober@ochca.com . Our collaborative looks forward to further discussing our proposal with you.

Sincerely,

_____
Richard Sanchez, Director

Attachment: Table of Substantive Modifications
Second Round Application – Whole Person Care Pilot

RS/MAR:mjt:;mh 17-007

cc: Melissa Tober-Beers, Manager, Strategic Projects

Sarah Brooks, Deputy Director
Department of Health Care Services
Change Memo: Second Round - Whole Person Care Pilot Application
Summary Table of Substantive Changes
March 1, 2017
Page 1 of 7

ORANGE COUNTY SECOND ROUND WPC APPLICATION

TABLE OF SUBSTANTIVE CHANGES FROM LEGACY APPLICATION

Item #	Location	Section	Page #	Modification
1.	WPC Application	Cover Page	1	Added Expansion Application Date
2.	WPC Application	1.2 - Participating Entities	2	Adds that the MHP will work to ensure its care management software will include bi-directional functionality with the WPC Care Plan software.
3.	WPC Application	1.2 - Participating Entities	3-5	Add the roles of participating entities from the legacy application in the in the WPC Program, consistent with the requirements of the Second Round WPC application instructions.
4.	WPC Application	1.2 - Participating Entities	8-9	Additional Participating Entities as a result of the Second Round Application.
5.	WPC Application	1.3 Letters of Participation and Support	9	Adds a reference to Attachment A-2 for letters of Participation Associated with the Second Round Application and a reference to Attachment B-2 for an additional letter of support.
6.	WPC Application	2.1 Geographic Area	10	Added demographic information and updated status of Orange County's shelters and multi-service centers implemented to serve the target population.
7.	WPC Application	2.1 Geographic Area	11-13	Discusses the overall role of the drop-in center and multi-service center providers added as participating entities in the Second Round Application.
8.	WPC Application	2.2 Communication Plan	13-14	Eliminates a reference to Attachment C which was never included in the legacy application and adds the drop-in/multi-service providers to the communication plan.

Sarah Brooks, Deputy Director
Department of Health Care Services
Change Memo: Second Round - Whole Person Care Pilot Application
Summary Table of Substantive Changes
March 1, 2017
Page 2 of 7

Item #	Location	Section	Page #	Modification
9.	WPC Application	2.3 Target Population	15-16	Adds the additional beneficiaries resulting from the addition of 4 community clinics.
10	WPC Application	2.3 Target Population	15-17	Adds the beneficiary population expected to be served through the drop-in and multi-service center services in the shelter facilities for both the general homeless population (page 16) and that portion of the population that is also living with SMI (page 17)
11	WPC Application	2.3 Target Population	17	Table of unduplicated new beneficiaries to be served each Program Year added per the Second Round Application.
12	WPC Application	3.1 Services, Interventions, Care Coordination, and Data Sharing	18-25	Per the instructions in the Second Round Application, additional language added as to how the various services, interventions, care coordination, and data sharing, including those that were part of the legacy application, are funded in the WPC Budget.
13	WPC Application	3.1 Services, Interventions, Care Coordination, and Data Sharing	20 & 22	Adds the new community clinics (page 20) and the supportive and linkage services provided by the drop-in/multi-services center providers (page 22) as part of the expansion application.
14	WPC Application	3.1 Services, Interventions, Care Coordination, and Data Sharing	21	Changes reflect that Orange County intends on contracting with more than one Recuperative Care provider and also clarifies recuperative care beds based are filled based on medical necessity.
15	WPC Application	3.2. Data Sharing	27	Adds where the data sharing component provided by Safety Net Connect is funded in the WPC budget and add the bi-directional functionality and funding that is being requested in the Second Round Expansion Application.

Sarah Brooks, Deputy Director
Department of Health Care Services
Change Memo: Second Round - Whole Person Care Pilot Application
Summary Table of Substantive Changes
March 1, 2017
Page 3 of 7

Item #	Location	Section	Page #	Modification
16	WPC Application	4.1 Performance Measures	30	Adds how the information will be collected from the multitude of providers servicing the drop-in and multi-service centers and provides resources for incorporating this information into the WPC care plan while the infrastructure is being put in place.
17	WPC Application	4.1.b Variant Metrics	35-39	Corrects Variant Metric #5 (page 37) to show an increase (not a decrease) of homeless person referred to supportive housing who actually receive supportive house. Also corrects typo associated with a two variant metric cells (#3 and #4) (pages 35-39) inadvertently switched between various columns in the table. Track changes for these items left at DHCS request
18	WPC Application	5.2 Funding Diagram	48	Adds Attachment E-2 showing the Funding Diagram for the Second Round WPC Application
19	WPC Application	5.6a Funding Request	50-52	Adds a reference to the modified budget forms for the Second Round Application (Attachment F-2) and explains the additional funds requested by amount per funding category, per Program Year.
20	WPC Application	5.6b Funding Request – Administrative Infrastructure	52-53	Budget narrative related to CalOptima moved from page 52 to page 53, and includes additional narrative regarding the costs associated with the IT programming for bi-directionality of their care management system with the WPC Care Plan System that proposed in the Second Round application.
21	WPC Application	5.6b Funding Request – Administrative Infrastructure	54-55	Added budget narrative and justification to the expansion proposal to include "Lead Entity WPC Administrative Costs"

Sarah Brooks, Deputy Director
Department of Health Care Services
Change Memo: Second Round - Whole Person Care Pilot Application
Summary Table of Substantive Changes
March 1, 2017
Page 4 of 7

Item #	Location	Section	Page #	Modification
22	WPC Application	5.6b Funding Request – Delivery Infrastructure	55	Added one component to the overview list for Delivery Infrastructure – bi-directional functionality with CalOptima
23	WPC Application	5.6b Funding Request – Delivery Infrastructure	55	Added a total column at the end of the table relating to Hospital and Community Clinic Homeless Outreach and Navigation to allow for easier tracking of dollars through the application.
24	WPC Application	5.6b Funding Request – Delivery Infrastructure	57-58	Added budget narrative and projected cost breakdown associated with the IT programming to add bi-directionality to the CalOptima Care Management system with the WPC Care Plan platform.
25	WPC Application	5.6b Funding Request – Incentive Payments	58	Added additional coordinated entry trainings, and therefore costs, to 211 OC for the additional providers proposed for the Second Round WPC expansion.
26	WPC Application	5.6b Funding Request – FFS	59	Increased the number of recuperative care beds and incorporated within the revised FFS rate the cost of .75 Senior Public Health Nurse to review and authorize admissions and length of stay for the recuperative care bed days, and administrative overhead for the development, administration and monitoring of the associated contracts..
27	WPC Application	5.6b Funding Request – PMPM Bundle	60-65	Increased the number hospitals and clinics participating in the outreach and navigation services and updated the PMPM bundle calculations and staff allocations. Ensured all numbers could tie into those showing on the WPC budget – Attachment F.2

Sarah Brooks, Deputy Director
Department of Health Care Services
Change Memo: Second Round - Whole Person Care Pilot Application
Summary Table of Substantive Changes
March 1, 2017
Page 5 of 7

Item #	Location	Section	Page #	Modification
28	WPC Application	5.6b Funding Request – PMPM Bundle	65-68	Added budget narrative and projected cost breakdown associated with the supportive and linkage services to be provided by the drop-in and multi-service centers.
29	WPC Application	5.6b Funding Request – Reporting and Quality	68-69	Broke out Reporting on the metrics into both administrative and health metrics and increased the allocation of dollars to each of these reporting metric categories for Program Years 2 through 5.
30	WPC Application	5.6b Funding Request – Pay for Outcomes	69-70	Added dollars to the budget that is proportional to the additional and expanded beneficiary services in the Second Round application.
31	Attachment A-2 to the WPC Application	Letters of Participation	71-72	Added attachment section to distinguish Letters from additional participating entities for the Second Round WPC Application
32	Attachment E-2 to the WPC Application	Funding Diagram	77-78	Added attachment section to distinguish Funding Diagram associated with the Second Round WPC Application
33	Attachment F-2 to the WPC Application	WPC Budget Forms	79-80	Added attachment section to distinguish budget forms associated with the Second Round WPC Application
34	Attachment G to the WPC Application	Attachment G – Civic Center Update	81	Added attachment section related to Civic Center Update newsletter with data supporting the addition of the drop-in and multi-service center activities associated with the shelters to the WPC Pilot and linking to the participating entities.

Sarah Brooks, Deputy Director
Department of Health Care Services
Change Memo: Second Round - Whole Person Care Pilot Application
Summary Table of Substantive Changes
March 1, 2017
Page 6 of 7

Item #	Location	Section	Page #	Modification
35	WPC Budget Forms	Summary	Tab labeled "Summary"	Revised summary based on additional and expanded services included in the Second Round WPC Application. This summary sheet is linked to the specific Program Year budgets for the requested allocation amounts for each year, for a total increase of $7.567 million over the term of the WPC Pilot.
36	WPC Budget Forms	PY 2	Tab labeled "PY 2"	Revised PY 2 budget augmenting the legacy budget application in an amount equal to 6 months ($1,080,980) of the annual Second Round application amounts for PY 3 through PY 5.
37	WPC Budget Forms	PY 3	Tab labeled "PY 3"	Revised PY 3 budget augmenting the legacy budget application for PY 3 in the amount of $2,161,960.
38	WPC Budget Forms	PY 4	Tab labeled "PY 4"	Revised PY 4 budget augmenting the legacy budget application for PY 3 in the amount of $2,161,960.
39	WPC Budget Forms	PY 5	Tab labeled "PY 5"	Revised PY 5 budget augmenting the legacy budget application for PY 3 in the amount of $2,161,960.

Per DHCS, the following technical corrections were made on May 25, 2017:

Item #	Location	Section	Page #	Modification
1.	WPC Application	2.3 – Target Population	15	Corrected the PY 2 amount in the first bullet as well as the total estimated unduplicated to be served during the WPC Pilot to be consistent with the table.
2.	WPC Application	2.3 – Target Population	17	Corrected the amount of SMI homeless for PY2, and total, to reflect the narrative

Sarah Brooks, Deputy Director
Department of Health Care Services
Change Memo: Second Round - Whole Person Care Pilot Application
Summary Table of Substantive Changes
March 1, 2017
Page 7 of 7

Item #	Location	Section	Page #	Modification
3.	WPC Application	5.6a – Funding Request	50	Corrected the number of unduplicated SMI homeless to be served for Program Year 2
4.	WPC Application	All	All	Checked throughout application to ensure all numbers were accurate and matching the population counts and member months.