




← Health Agency →



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Health Insurance is **not**
Health Care*

Access to Healthcare is
not Health Care

Mitchell H. Katz, MD. JGIM Internal Medicine. 2014; 174(6): 859-860

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Health Agency Mission and Motto

Mission

The mission of the Los Angeles County Health Agency is to improve health and wellness across Los Angeles County through effective, integrated, comprehensive, culturally appropriate services, programs, and policies that promote healthy people living in healthy communities.

Motto

Working Together for a Healthier LA

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DEPARTMENT OF HEALTH SERVICES

- Second largest municipal health system in the U.S.
 - 4 hospitals (2 level 1 trauma centers)
 - 19 outpatient clinics
 - 1 nursing school
 - Emergency Medical Services (ambulance services).
- Academic partnership with UCLA and USC Schools of Medicine for services and training of new doctors and others for NPs and PAs.
- Collaboration/contracts with over 50 Federally Qualified Health Centers for primary care for the uninsured.
- 19,000 county staff and around 4,000 contractors
- Operating budget of \$4 billion.
- Serves around 600,000 unique pts and around 3 million outpatient visits.



DEPARTMENT OF MENTAL HEALTH

- Largest mental health system in the U.S.
- Staff and contractor model
- Is the L.A. County Medicaid Managed Care Plan for all Medi-Cal beneficiaries and uninsured in L.A. County for severely mental health diagnosis
- Primary provider for L.A. County Children and Family Services, Probation, Sheriff and Social Services.
- Operating budget of \$2 billion
- Serves around 260,000 unique pts



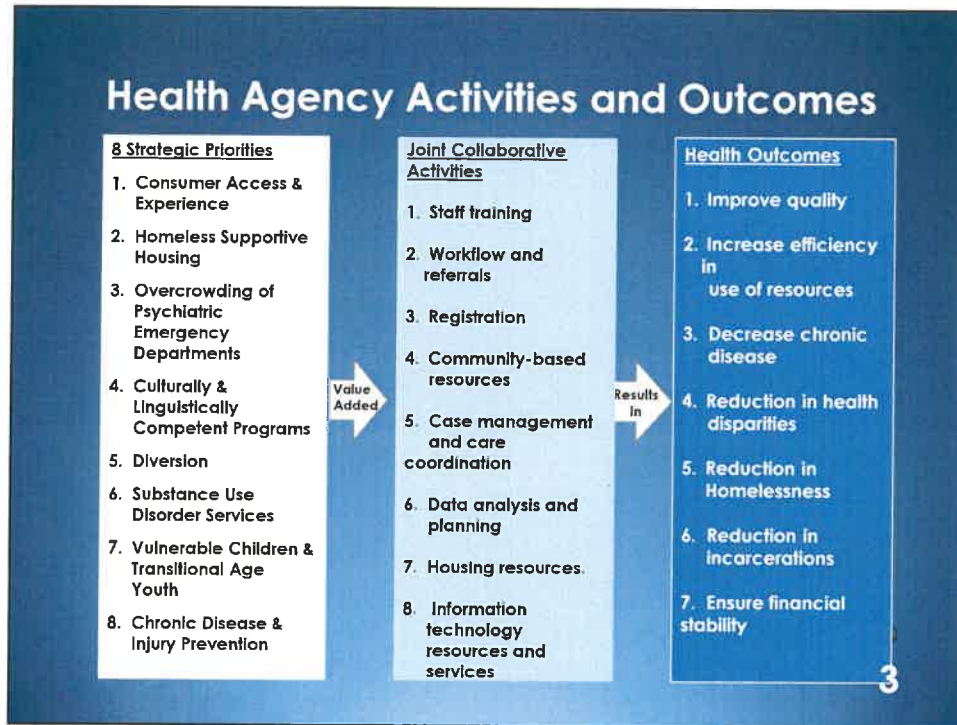
DEPARTMENT OF PUBLIC HEALTH

- Serves to protect all of the residents in L.A. County.
- 39 distinct programs
 - Direct services such as vaccine, STD and tuberculosis treatment.
 - Environmental Health (safe water and food supply, restaurant safety and inspections etc...)
 - Investigation of public health threats and outbreak
 - Administrator for HIV/Ryan White Program
 - Substance Abuse Prevention and Control program manager for Medi-Cal beneficiaries and uninsured individuals.
- Operating budget of \$1 billion



HEALTH AGENCY STRATEGIC PRIORITIES

1. Consumer Access and Experience
2. Housing and Supportive Services for Homeless Consumers
3. Overcrowding of Psychiatric Emergency Departments
4. Culturally Competency and Linguistic Access
5. Diversion of Corrections-Involved Individuals to Community-Based Programs and Services
6. Expanded Substance Use Disorder Benefit
7. Vulnerable Children and Transition Age Youth
8. Chronic Disease and Injury Prevention



CONSUMER ACCESS AND EXPERIENCE

- System of choice
 - Customer service
 - Access to care

- Integrated Delivery System
 - Align policies, tools and training that enables sharing of clinical information.
 - Refer amongst Health Agency provider: eConsult.

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Housing and Supportive Services for Homeless Consumers

Inventoried Housing Slots for the 3 Health Agency Departments

General Bed Type Description	Number*
Post Acute/High Intensity (ie. Hospital)	1,262
Short/Long-Term Bridge	3,057
Permanent	7,445
Grand Total	9,014



Star Apartments

*As of February 2017

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Housing and Supportive Services for the Homeless

County+City+Community (C³) Team

- Skid Row engagement began on January 4, 2016
- The C³ program has 4 teams and provides consistent street-based engagement with homeless individuals 5 days/week

C³ Skid Row Quadrants and Team Composition



Team Members	STAFF
Social Worker/Psych D.	1
Nurse	1
Alcohol/Drug Counselor	1
Emergency Response Staff	1
AmeriCorps Members	2
TOTAL MEMBERS PER TEAM	6

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Housing and Supportive Services for Homeless Consumers

Health Agency Guiding Principle:

Case management services provided by all three Health Agency departments are vital to homeless consumers. Therefore we integrated them to provide the most effective services to our most vulnerable residents.



Health and Supportive Services for Homeless

Dr. David L. Murphy Sobering Center

- Served over 90 individuals since January 2017





77% of voters voted for Measure HHH to raise around \$1.2 Billion to build 10,000 housing units in Los Angeles.

67% of voters voted for Measure H which will raise around \$3.5 Billion dollars to pay for housing and supportive services in Los Angeles County.



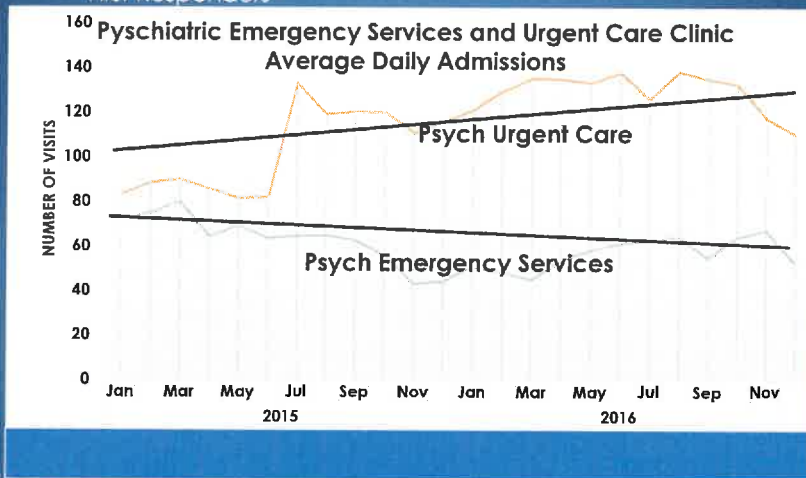
HEALTH AGENCY COLLABORATION

Whole Person Care (WPC)

- Awarded and accepted \$450 M in Federal Funding between 2016-2020
- Target Populations:
 - Homeless
 - Diversion & Reentry
 - Persons with serious mental illness and/or substance use
 - Medically complex individuals
- Builds countywide infrastructure to improve care to high-risk, high-need Medi-Cal beneficiaries
- LA County will include uninsured using non-WPC funding.

OVERCROWDING OF PSYCHIATRIC EMERGENCY SERVICES

- Mental Health Intervention Training with LAPD
- Mental Health Awareness: Crisis Intervention Training with First Responders



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DIVERSION OF CORRECTIONS – INVOLVED INDIVIDUALS TO COMMUNITY-BASED PROGRAMS AND SERVICES

Q4 2016

- **79** received Jail-in-reach services
- **80** released from jail into housing/treatment
- Supportive services:
 - Case Management
 - Food
 - Health care
 - Peer support
 - Transportation



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Cultural Competency and Linguistic Access

Expansion of current *promotoras*/ community based programs:

- African-American
- Armenian
- Filipino
- Native American
- Somalian

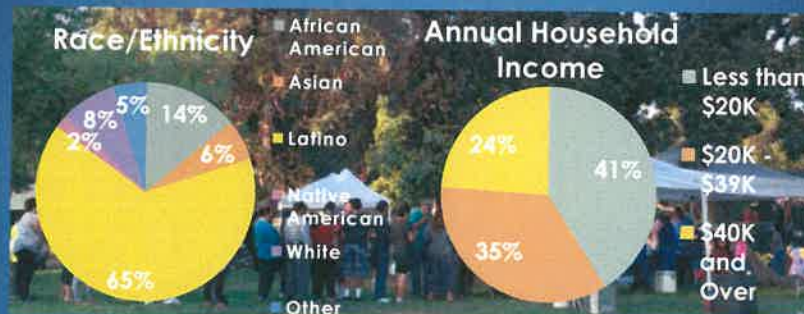


- Emergency responses
- Whole Person Care
 - Substance Use
 - Mental Illness
 - History of Incarceration

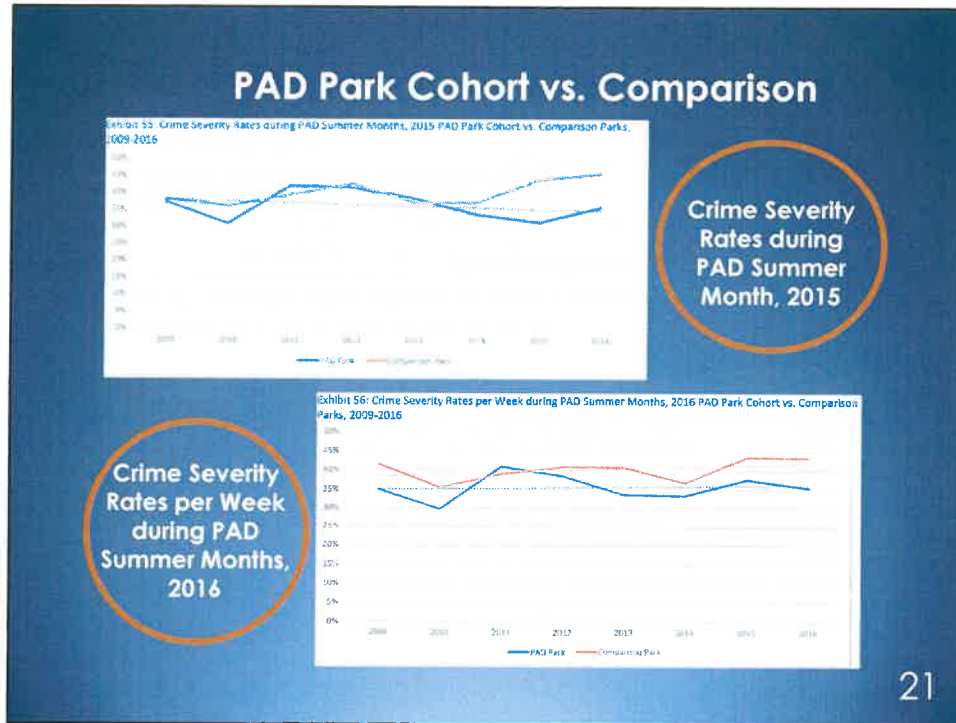
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Chronic Disease and Injury Prevention

Characteristics of Parks After Dark Participants



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Health Agency Community Support

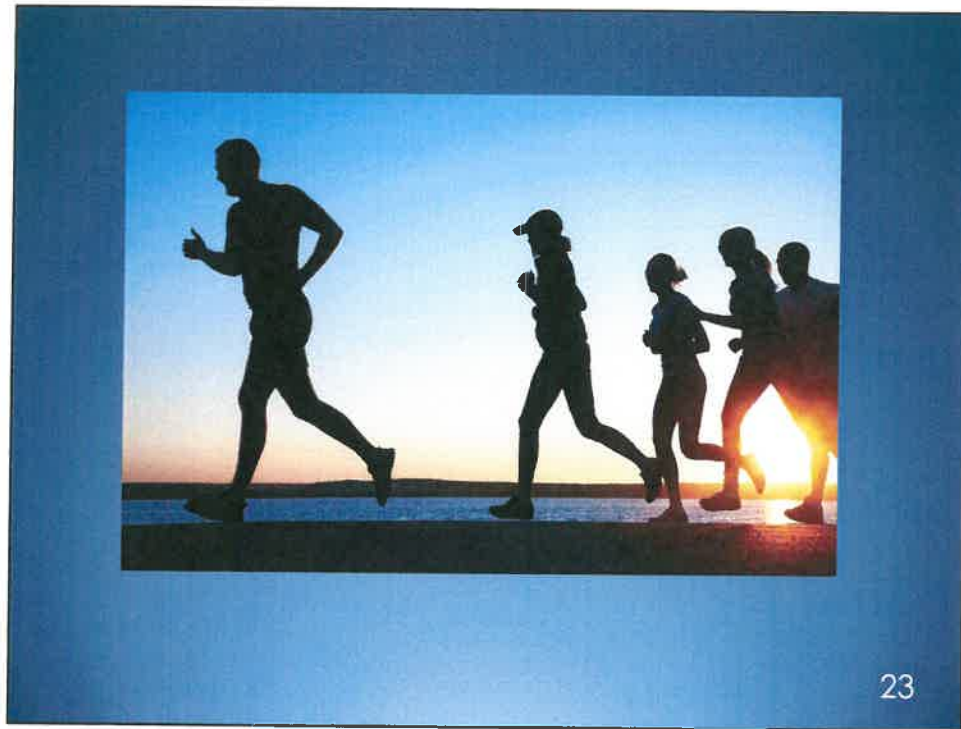
Exide Community Health Outreach Involving Health Agency Staff

- DPH:
 - Community outreach
 - Home visits to residents
- DMH:
 - *Promotoras* conducted neighborhood canvassing
 - Mental health services
- DHS clinics provide health screening and services

Impact to Date

- Permanently shut down Exide plant
- Lobbied for > \$170M for community clean up
- >1500 households tested

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