California is transforming Medi-Cal to provide members with more coordinated, person-centered, and equitable care. **Enhanced Care Management (ECM) and Community Supports** are two major new Medi-Cal programs that launched in 2022.

**ENHANCED CARE MANAGEMENT**

ECM is a comprehensive care management benefit to address clinical and non-clinical needs for the highest-need members enrolled in Medi-Cal managed care plans (MCPs).

**LAUNCH OF ELIGIBLE POPULATIONS**

Select “Populations of Focus” go live across 2022 through 2024, as a phased implementation of ECM.

Learn how ECM helped Colleen get access to health care and housing.

**ECM EXPANDED STATEWIDE IN 2022**

- January 1: Launched for select Populations of Focus in the 25 Whole Person Care (WPC) pilot and Health Home Program (HHP) Counties
- July 1: Launched for additional select Populations of Focus

**CUMULATIVE ECM PROVIDERS TO DATE**

<table>
<thead>
<tr>
<th>As of:</th>
<th>March 2022</th>
<th>June 2022</th>
<th>September 2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Providers</td>
<td>692</td>
<td>759</td>
<td>956</td>
</tr>
</tbody>
</table>

The total number of providers that were contracted to provide ECM in 2022 increased by 38% from the end of Q1 to the end of Q3.
Cumulative ECM Enrollment in 2022 as of the End of Each Quarter

Total Members

Q1  Q2  Q3
68,493  78,221  88,115

Cumulative Enrollment by Top 4 Populations of Focus*

Q1–Q3

- Adult – At Risk for Avoidable Hospital/Emergency Department Use 47K
- Adult – Serious Mental Illness or Substance Use Disorder 34K
- Adult – Experiencing Homelessness 26K
- Adult – Transitioning from Incarceration** 4K

* ECM enrollees may be categorized under multiple Populations of Focus.
** This Population of Focus is live only in select WPC counties, not statewide.
Cumulative Q1-Q3 2022 ECM Demographic Breakdown
Total members enrolled at any point from Q1 to Q3: 88,115

- **RACE/ETHNICITY**
  - Hispanic: 34,962 (40%)
  - White: 19,030 (22%)
  - Black/African American: 18,766 (21%)
  - Other: 6,726 (8%)
  - Other: 6,726 (8%)
  - Unknown: 3,917 (5%)
  - Asian/Pacific Islander: 423 (<1%)
  - American Indian/Alaska Native: 423 (<1%)

- **AGE**
  - 19 to 64: 71,298 (81%)
  - 65 & older: 14,438 (17%)
  - 0 to 18: 2,379 (3%)

- **SEX**
  - Male: 39,181 (44%)
  - Female: 48,934 (56%)

- **PRIMARY SPOKEN LANGUAGE**
  - English: 68,735 (77%)
  - Spanish: 16,219 (18%)
  - Other: 1,558 (2%)
  - Arabic: 556 (1%)
  - Mandarin: 395 (<1%)
  - Cantonese: 386 (<1%)
  - Unknown: 266 (<1%)

- **Unknown**
  - Total: 4,291 (5%)
  - Asian/Pacific Islander: 3,917 (4%)

---

**3**
Community Supports are fourteen services to help members address health-related social needs. MCPs are highly encouraged, but not required, to provide these supports.

### COMMUNITY SUPPORTS

**COMMUNITY SUPPORTS BY THE NUMBERS**

Number of Services Available by County as of September 2022

As of September 2022, 16 counties offered at least 10 Community Supports and 3 counties had all 14 Community Supports available. Medi-Cal MCPs can increase or change the services they offer every six months. DHCS has continued to see growth in the number of Community Supports offered by MCPs since Q3 2022; as of Q1 2023, at least six Community Supports were available in each county.¹

1. See here for more information on the Community Supports services available in each county.
The total number of members who received at least one Community Support in 2022 increased by 59% from the end of Q1 to the end of Q3. This growth is expected to continue as more providers contract with MCPs to deliver services, providers develop their capacity, and members and their families learn about and connect to these services.

27,213 members received at least one Community Support in January through September 2022.

Cumulative Utilization for Top 4 Community Supports Services*
Q1–Q3 2022

- **Housing Tenancy and Sustaining Services**: 21K
- **Housing Transition/Navigation Services**: 17K
- **Medically Supportive Food/Medically Tailored Meals**: 3K
- **Recuperative Care (Medical Respite)**: 2K

* Members may receive more than one Community Supports service.

DHCS is working with MCPs to enable more widespread provision of services to members, including those with the most complex challenges affecting health, such as homelessness and unstable and unsafe housing. As of September 2022, 18 MCPs offered all three housing Community Supports services (Housing Transition/Navigation, Housing Deposits, and Housing Tenancy & Sustaining services), and 659 provider organizations were contracted to provide at least one of these three housing supports. During this time, 23,195 members received at least one housing support. Statewide, 74 recuperative care centers were contracted to provide Community Supports as of September 2022. DHCS has seen growth in the number of Community Supports offered by MCPs since Q3 2022.
Q3 Community Supports Demographic Breakdown
Total members who received services at any point from Q1 to Q3: 27,213

**Race/Ethnicity**
- Black/African American: 9,195 (34%)
- White: 6,804 (25%)
- Hispanic: 6,905 (25%)
- Other: 1,767 (6%)
- Unknown: 679 (2%)
- Asian/Pacific Islander: 1,692 (6%)
- American Indian/Alaska Native: 171 (1%)

**Age**
- 19 to 64: 22,167 (81%)
- 0 to 18: 4,800 (18%)
- 65 & older: 246 (1%)
- Unknown: 79 (<1%)

**Sex**
- Male: 14,877 (55%)
- Female: 12,336 (45%)

**Primary Spoken Language**
- English: 24,938 (91%)
- Spanish: 1,871 (7%)
- Other: 325 (1%)

All data included in this document is based on data reported to DHCS by MCPs through the Quarterly Implementation Monitoring Report. It reflects the latest QIMR submissions for Q1-Q3 2022 as of April 2023.

Stay informed about ECM, Community Supports, and other Medi-Cal initiatives: