

Mission Possible

Compendium of Resources

December 2020

Division of HIV and STD Programs (DHSP) within the Los Angeles County Department of Public Health works in full partnership with a broad cross section of community partners and stakeholders to evolve programs and services to meet the specific needs of sub-populations living with and most at risk for HIV infection. Increasingly these efforts are done in coordination and alignment with the goals for ending the national HIV epidemic by 2030. The current program priorities include enhancing HIV testing and screening efforts to ensure that we diagnose all HIV-positive persons as early as possible; providing rapid and high-quality treatment for all persons living with HIV so that they achieve sustained viral suppression; implementing high impact interventions to prevent new HIV transmissions, and; identifying foci where HIV is being transmitted so that we can respond as quickly as possible and provide services to populations that need them the most.

Elevation Health Partners has been engaged since 2004 in assisting California's counties, communities, and health systems in clinical system redesign, practice transformation, and data sharing to deliver patient-centered, accountable, community care. Elevation Health Partners works in close partnership with funding organizations, federal, state, and county government entities, and community organizations in the development and execution of strategies to advance meaningful, measurable improvements in all areas of the health care delivery system. Elevation Health is a certified Women Owned Small Business (WOSB), Local Small Business Enterprise (LSBE) in Los Angeles County, and is a pre-qualified vendor for large scale projects with the County of Los Angeles Chief Executive Office for Strategic Planning and Related Consulting Services for process improvement, performance measurement, and strategic planning and is a National Association of Community Health Centers (NACHC) approved faculty trainer. Contact Elevation Health at innovate@elevationhealthpartners.com.

Medical Care Coordination (MCC) Program is an innovative program of multidisciplinary services implemented by the Los Angeles County (LAC) Division of HIV and STD programs and supported through the Ryan White HIV/AIDS Program. The MCC service model uses a multi-disciplinary team of a Medical Care Manager (MCM), Patient Care Manager (PCM), Case Worker (CW) and Retention Outreach Specialist (ROS) that work together to facilitate behavioral interventions, conduct outreach, and coordinate support services to promote improved health outcomes for PLWHA. MCC team members deliver patient-centered activities that focus on addressing health status, engagement and retention in care, adherence to HIV medications, and HIV risk reduction for a specific target population of patients who live in Los Angeles County, are 12 years of age or older, have a household income equal to or below 500% Federal Poverty Level (FPL) and are HIV positive. The MCC program involves multiple process components, including screen, contact, locate/engage, enroll, assess, determine acuity, develop, deliver, follow up/monitor, re-engage and case conference.

Mission Possible HIV Quality Improvement Learning Collaborative for MCC Teams In mid 2019, DHSP partnered with Elevation Health Partners to organize an HIV Quality Improvement Learning Collaborative for MCC teams. The original aims of the learning collaborative were to affect positive outcomes along the HIV care continuum, apply data driven, evidence-based strategies for improving population health and specific HIV outcomes, scale up interventions and spread existing best practices to improve HIV outcomes, strengthen quality improvement and data reporting mechanisms among MCC teams and DHSP and enhance communication channels and prioritized activities for improvement at DHSP, learned through collaborative engagement and feedback mechanisms. However, in late March 2020 Mission Possible was repurposed due to the COVID-19 pandemic and needing to provide a 100% virtual

collaborative. The project is funded through the CDC PS18-1802 Component B Grant for Integrated HIV Surveillance and Prevention Programs for Health Departments.

The Centers for Disease Control and Prevention (CDC) CDC is the nation's leading science-based, data-driven, service organization that protects the public's health. For more than 70 years, CDC scientists and disease detectives have worked around the world to track diseases, research and end outbreaks, respond to emergencies of all kinds, and use what they learn from this work to strengthen America's health and resilience. Since the late 1980s, CDC has formally partnered with state and local health departments to conduct HIV surveillance and expand the impact and reach of HIV prevention in affected communities. It is important that state and local health departments, tribal governments and/or tribally designated organizations, community-based organizations (CBOs), and health care providers focus on preventing new infections by reducing undiagnosed HIV infections and ensuring that comprehensive services promoting linkage to and engagement in HIV medical care are made available to all persons with diagnosed HIV. Through this new funding cycle, CDC is seeking to improve the quality, completeness, and use of HIV surveillance and program data to monitor HIV trends, expand data-to-care capacity, and develop new and enhance existing strategies for HIV prevention programs that aim to achieve national prevention goals and CDC's HIP approach. CDC's approach to reducing HIV infections in the United States, High Impact Prevention (HIP), supports the ultimate national HIV prevention goals to achieve and sustain viral suppression and reduce new infections.

For questions regarding the MCC Program, Mission Possible, or this Compendium, please contact:

Los Angeles County Department of Public Health Division of HIV and STD Programs (DHSP)

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Los Angeles, CA 90005

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The Compendium at a Glance

Elevation Health Partners was contracted to work on behalf of the Los Angeles County Department of Public Health, Division of HIV and STD Programs (DHSP) to design and deliver Mission Possible, an HIV Quality Improvement Learning Collaborative for Medical Care Coordination (MCC) Teams at contracted MCC agencies. The guidance and documents described in this document are a resource for MCC teams looking to reference materials and deliverables summarized through Mission Possible.

Who is the Compendium For?

- MCC Team Members
- MCC Supervisors
- MCC Quality Improvement Teams
- Those working to improve the quality of MCC HIV services to MCC patients

Why is it needed?

- The compendium provides a single resource of all the training materials and resources provided throughout the Mission Possible learning collaborative series

How Could I Use the Compendium?

- Access specific programmatic forms and a collaborative platform resource that was shared with MCC teams.
- Reference list of tools and resources to improve and sustain MCC services, including Department of Mental Health (DMH) service contacts, referral locations and centers, and specific LA County supportive services.
- Directly download the Linkage and Re-Engagement Program (LRP) referral form created for MCC teams to complete when patients have not seen a provider in over 12 months.
- Review the results and summarized analysis of the MCC Needs Assessment completed prior to Mission Possible and topics selected as focus areas for MCC teams before the pandemic occurred.
- Access each Mission Possible webinar presentation and corresponding recording, along with the specific resources and handouts shared during each webinar.
- Utilize telehealth and COVID-19 tools tailored for MCC team services, as well as specific DHSP COVID-19 survey data and tips for working virtually.

Mission Possible Compendium of Resources

Mission Possible Planning Group

We would like to thank the following individuals who dedicated valuable time by participating in the Mission Possible Planning Group and assisted us in the development of the learning collaborative:

Abel Alvarez, Ana Cacao-Boczek, Anait Arsenyan, Becca Cohen, Bridget Cole, Claudia Murray, Cheryl Barrit, Jennifer Gjurashaj, Lauren White, Lisa Klein, Louis Guitron, Megan Cohen, Nicolaus Garcia, Nick Rocca, Pamela Ogata, Revery Barnes, Sandra Garcia, Sonali Kulkarni, and Wendy Garland

A. MCC Program Resources

The Los Angeles County Department of Public Health, Division of HIV and STD Programs (DHSP) has operationalized the MCC service model and developed service guidelines for the provision of these services. Throughout Mission Possible, DHSP provided program specific guidance related to COVID-19 and telehealth visits, along with consistent reminders of current program guidelines and expectations. Required forms and visits were repurposed to enable completion from a remote environment and an online collaborative platform called GlassCubes was shared with the cohort to foster continued communication among MCC teams.

Name of Resource	Type	Audience	Brief Description
DHSP Mission Possible MCC Infographic (2020)	Summary	MCC teams, QI leadership	A visual summary of the services, webinars, COVID-19 provider survey highlights, and MCC team participation in Mission Possible.
Fillable CaseWatch Consent Form (2020)	Document	MCC teams	A fillable PDF version of the current CaseWatch Consent Form that can be shared between MCC patients and staff.

Fillable CaseWatch Override Request Form (2020)	Document	MCC teams	A fillable PDF version of the current CaseWatch Override Request Form that can be shared between MCC patients and staff.
GlassCubes (2020)	Online Platform	MCC teams, QI leadership	GlassCubes was utilized as a team collaboration site for MCC teams participating in the Mission Possible Learning Collaborative with a goal to provide a platform for ongoing dialogue and exchange of best practices. Hosted by the Center for Quality Improvement and Innovation (CQII), this collaborative platform allowed MCC teams to post questions, polls, files and discussion topics. All MCC team roles were represented, with over 132 members and 22 MCC agencies actively engaged.
Integrated Care Plan (ICP)- English and Spanish (2018)	Document	MCC teams	Sample ICP forms MCC teams can reference that are in both English and Spanish.
MCC Team Master Contact Sheet (2020)	Resource	MCC teams, QI leadership	A spreadsheet of all current 27 MCC team's contact information.
October MCC Webinar Follow Up Guidance (2020)	Guidance	MCC teams, QI leadership	Follow up guidance and clarification from DHSP regarding specific MCC visit type workflows shared during the October 2020 webinar.
Reentry Community Resource Guide (2020)	Guidance/Resource	MCC teams	Guidance for assisting patients who have been released from jail and require assistance with signing up for different financial, food, shelter and housing, and/or SUD services during the COVID-19 pandemic.

B. MCC Supportive Services- Los Angeles County Department of Mental Health (DMH)

The Los Angeles County Department of Mental Health (DMH) provides a wide array of mental health services that include assessments, case management, crisis intervention, medication support, peer

support and other rehabilitative services. Services are provided in multiple settings including residential facilities, clinics, schools, hospitals, juvenile halls and camps, mental health courts, board and care homes, in the field and in people's homes. Special emphasis is placed on addressing co-occurring mental health disorders and other health problems such as addiction.

Name of Resource	Type	Audience	Brief Description
Department of Mental Health (DMH) Resources (2020)	Guidance/Resource	MCC teams, QI leadership, SUD staff	Through the needs assessment and webinar survey instruments, MCC teams consistently requested Mental Health resources and support. While this resource was not shared with MCC teams during the Mission Possible Learning Collaborative Series, it is included in this compendium due to the ongoing need for these resources.
DMH Service Area Navigator Contacts (2020)	Resource	MCC teams, SUD staff	A Los Angeles County DMH resource listing countywide full-service partnership (FSP) administration service area navigator contacts and impact unit coordinators.
Service and Bed Availability Tool (SBAT) http://sapccis.ph.lacounty.gov/sbat/ (2020)	Resource	MCC teams, SUD staff	The SBAT is a web-based tool that provides a dashboard of available substance use services throughout Los Angeles County, including outpatient and intensive outpatient treatment, different levels of residential treatment, withdrawal management, Opioid Treatment Programs (methadone clinics), Recovery Bridge

			Housing, and DUI programs.
LA County Psychiatric Urgent Care Centers (2020)	Resource	MCC teams, SUD staff	An LA County resource that lists the current psychiatric adult urgent care centers for five different service areas and their direct contact information.
Guide to Outpatient Mental Health Services (2019)	Guidance/Resource	MCC teams, SUD staff	A two-page brochure from Health Services Los Angeles County that lists where to go for treatment and medication refills, as well as AB109 probation and Parole details and important LA County SUD phone numbers.
Health Services SUD Resources (2020)	Resource	MCC teams, SUD staff	A four-page document listing the substance abuse service hotline, guidance for determining if someone is eligible for SUD treatment, opioid overdose response instructions and a contact list of Department of Public Health Substance Abuse Prevention and Control Medication Assisted Treatment (MAT) Providers
Los Angeles County Patient Client Resource Sheet (2020)	Resource	MCC teams, SUD staff	A resource that provides contact information for LA County 'helpful connections' regarding domestic violence, sexual violence and human trafficking, as well as SUD and mental health support.

Accessing DMH Resources for Field Outreach Teams (2020)	Resource	MCC teams, SUD staff	An LA County resource specifically created for field outreach teams providing contact information for three levels of need: emergency, urgent high acuity and routine appointments and prevention services. Multiple Service Area Navigators' contact information is also listed.
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C. Linkage and Re-Engagement Program (LRP)

The DHSP Linkage and Re-Engagement Program, or LRP, is designed to help re-engage into medical care clients who have not been seen by a provider in over a year. The program very much relies on the MCC teams to be on the receiving end when LRP staff have identified a client who is ready to return to a clinic but who may need extra support to ensure they stay engaged in care. And MCC teams are able to refer to LRP clients that they have not been able to successfully locate or re-engage. When an MCC team member wishes to refer to LRP, they should complete and fax the referral form to the LRP secure fax number. This form collects important information about the number and format of outreach and re-engagement efforts necessary for LRP.

Name of Resource	Type	Audience	Brief Description
Linkage and Re-Engagement Program Referral Form (LRP) (2017)	Document	MCC teams	A DHSP specific form MCC teams complete when referring MCC patients to LRP that provides the contact attempts made to the patient and a summary of MCC services provided.

D. MCC Needs Assessment

The needs assessment was developed in the planning phase of the Mission Possible Learning Collaborative in order to seek input from MCC teams to help tailor the collaborative focus to best meet the needs of their agencies and understand where they would like to focus their intervention work. Topic areas addressed in the assessment included clinical experience, technical experience, training, U=U knowledge and beliefs, MCC strategies and support, CaseWatch experience, use of data, clinical quality measures (CQMs) and referrals.

Name of Resource	Type	Audience	Brief Description
Needs Assessment Survey (2020)	Document	MCC teams	The survey document distributed to all MCC agencies in the beginning of 2020 during the planning phase requesting MCC teams to help inform the development of Mission Possible.
Needs Assessment Findings Summary (2020)	Document	MCC teams	Based on the results of the needs assessment submissions, we learned that top priority areas included providing an MCC supervisor track, an MCC 101/Bootcamp to address multiple strategies for completing their required tasks, increasing U=U knowledge and beliefs, standardizing SDoH related resources and providing a quality improvement 101 training.
Quality Improvement (QI) Program Design	Guidance/Resource	MCC teams, QI leadership	An infographic developed to visually display the five original Mission Possible sessions and corresponding materials and topics.

E. Mission Possible Webinar Recordings and Presentations

Given the occurrence of the COVID-19 pandemic, the Mission Possible Learning Collaborative was repurposed with a focus on improving capacity for providing virtual care to patients with HIV and maintaining MCC services in a remote setting utilizing telehealth visits. All 27 MCC teams successfully participated in our virtual learning collaborative by attending six webinar trainings focused on providing telehealth best practices, how to conduct remote phone visits, empathic techniques for telephone visits, strategies for prioritizing MCC patient services while honoring patient preferences for in-person vs. telephone visits and addressing racial and ethnic HIV disparities and the Black experience in healthcare.

March Webinar: Utilizing Telehealth Modalities to Support MCC Work During COVID-19

This webinar presentation was provided in place of our original in person kick-off event for Mission Possible to allow MCC teams and other agency staff to learn and discuss newly repurposed guidance for telehealth visits and strategies to pivot patient care being provided in a remote setting. This presentation featured guest speakers from LA LGBT Center and Men's Health Foundation who were able to share their current telehealth protocols and DHSP provided timely program guidance for telehealth phone and video visits.

March 27, 2020			
Utilizing Telehealth Modalities to Support MCC Work During COVID-19			
Webinar Information	Speakers & Panelists	Learning Objectives	Resources
<ul style="list-style-type: none">•Recording and PowerPoint slides available•Total Participants: 152•Total webinar evaluation submissions: 35	<ul style="list-style-type: none">•Becca Cohen, LAC DPH Division of HIV & STD Programs•Rachel Proud, Elevation Health Partners•Louis Guitron, Los Angeles LGBT Center•Rob Lester, Men's Health Foundation	<ul style="list-style-type: none">•Programmatic and CaseWatch telehealth enabling for MCC teams•Examples from the field: Men's Health Foundation and Los Angeles LGBT Center	<ul style="list-style-type: none">•DHSP Telehealth Program Guidance•DHSP Provider COVID-19 Response•MCC Telehealth CaseWatch Guidance•MCC Telehealth Contact Type Training Video

July Webinar: MCC Promising Practices in Telehealth Integration

This webinar was the first session of five in the repurposed webinar series for MCC teams that was informed by the evaluation survey disseminated after the March 27th webinar. The material shared with attendees focused on sharing telehealth visit best practices that evolved since the beginning of the pandemic and discussing in detail when to prioritize in person vs. telehealth visits for MCC patients. DHSP also shared updated COVID-19 provider assessment survey data summarizing how agencies have prioritized in person MCC services and telehealth modalities that have been implemented.

July 22, 2020

MCC Promising Practices in Telehealth Integration

Webinar Information

- Recording and PowerPoint slides available
- Total Participants: 110
- Total webinar evaluation submissions: 31

Speakers & Panelists

- Becca Cohen, LAC DPH
Division of HIV & STD
Programs
- Wendy Garland, LAC DPH
Division of HIV & STD
Programs
- Natalie Martin, Elevation
Health Partners
- Rachel Proud, Elevation
Health Partners

Learning Objectives

- Share and learn promising practices in telehealth integration for MCC services
- Learn how MCC peers are prioritizing in-person services
- Increase understanding of patient preference in MCC service modalities
- Deepen understanding of disparities and equitable care related to telehealth HIV care
- Share input on evolving solutions for obtaining patient consent
- Gather promising practices for Elevation Health to document into a compilation for MCC teams

Resources

- MCC Phone Visit End to End Workflow
- MCC Virtual Visit Checklist

August Webinar: Patient Perspectives on MCC Telehealth Services

This webinar featured a new DHSP program Emergency Financial Assistance (EFA) for MCC teams to share with patients, along with presenting patient perspectives on their experience receiving MCC services through telehealth visits and in person visits when required and delving into a larger discussion on the Black experience in healthcare at this time.

August 19, 2020

Patient Perspectives on MCC Telehealth Services

Webinar Information

- Recording and PowerPoint slides available
- Total Participants: 104
- Total webinar evaluation submissions: 20

Speakers & Panelists

- Becca Cohen, LAC DPH Division of HIV & STD Programs
- Paulina Zamudio, LAC DPH Division of HIV & STD Programs
- Natalie Martin, Elevation Health Partners
- Rachel Proud, Elevation Health Partners

Learning Objectives

- Learn and provide input about the new Ryan White funded emergency financial assistance program
- Learn from patient participants on the experience of MCC services during the coronavirus pandemic
- Share and learn promising practices in honoring patient preferences for in person, telephonic and video visits
- Examine the Black experience in healthcare
- Explore the role of health professionals in addressing structural racism and support Black lives
- Learn strategies for addressing implicit bias in the workforce

Resources

- Anti-Racism documents

September Webinar: Improving Telephone Engagement with Empathic Communication

In this webinar, we shared multiple resources with MCC teams on how to practice and engage in empathic listening while conducting telephone visits with patients through an established guest panel of HIV specialists representing three separate MCC agencies, training on empathic skill building strategies and maximizing telephone engagement, empathic listening videos and breakout sessions for individual MCC roles to further discuss the techniques presented in this session.

September 16, 2020

Improving Telephone Engagement with Empathic Communication

Webinar Information	Speakers & Panelists	Learning Objectives	Resources
<ul style="list-style-type: none">•Recording and PowerPoint slides available•Total Participants: 128•Total webinar evaluation submissions: 26	<ul style="list-style-type: none">•Becca Cohen, LAC DPH Division of HIV & STD Programs•Paulina Zamudio, LAC DPH Division of HIV & STD Programs•Dr. Derrick Butler, T.H.E Health•Dr. Revery Barnes, DHS Hubert H. Humphrey Main Street Clinic•Dr. Glenn San Agustin, JWCH Institute•Natalie Martin, Elevation Health Partners•Rachel Proud, Elevation Health Partners•Deena Pourshaban, Elevation Health Partners	<ul style="list-style-type: none">•Understand what empathy in healthcare is and the benefits of listening with empathy•Become familiar with techniques used for listening to underlying feelings, needs and values•Studying listening, language and tone skills to strengthen connection in telephone interactions with patients and feel more comfortable or confident in engaging patients and patients over the phone	<ul style="list-style-type: none">•Reflective Listening Video Example•Active Listening Video Example•Generous Listening Video Example

October Webinar: MCC Telephone Workflow: A Deep Dive into MCC Practice

This month's webinar focused on presenting different telephone visit workflows developed directly with MCC team members, including a workflow for an initial assessment, re-assessment and specific ROS outreach based on strategies and established best practices from the AltaMed and AIDS Healthcare Foundation MCC teams.

October 21, 2020

MCC Telephone Workflow: A Deep Dive into MCC Practice

Webinar Information	Speakers & Panelists	Learning Objectives	Resources
<ul style="list-style-type: none">•Recording and PowerPoint slides available•Total Participants: 115•Total webinar evaluation submissions: 35	<ul style="list-style-type: none">•Natalie Martin, Elevation Health Partners•Rachel Proud, Elevation Health Partners•Carolyn Belton, AIDS Healthcare Foundation•Amy Croft, AIDS Healthcare Foundation•Jessica Oregel, AltaMed•Raymond Fernandez, AltaMed•Rosa Gonzalez, AltaMed	<ul style="list-style-type: none">•Learn EFA final program requirements•Expand workflow process knowledge and review tools to help create useful workflows•Engage peers on effective telephone workflow strategies for outreach, initial assessments and re-assessments among ROS, MCM and PCM roles•Better understand the needs of the ROS and feel more confident in ROS strategies during COVID-19	<ul style="list-style-type: none">•AHF MCC Initial Assessment Telephone Workflow•AltaMed MCC ROS Outreach Re-Assessment Workflow•AltaMed MCC Re-Assessment Telephone Workflow Team 1•AltaMed MCC Re-Assessment Telephone Workflow Team 2•DHSP October MCC Webinar Follow Up Guidance

November Webinar: Closing Celebration

This webinar marks the fifth and final webinar of the Mission Possible series that began in July, highlighting the successes the MCC teams achieved after adjusting their services during the pandemic, sharing future collaboration work for MCC teams and DHSP, and featuring guest speaker Raniyah Copeland from the Black AIDS Institute (BAI).

November 18 2020 Closing Celebration

Webinar Information

- Recording and PowerPoint slides available
- Total Participants: 115
- Total webinar evaluation submissions: 24

Speakers & Panelists

- Raniyah Copeland, Black AIDS Institute
- Natalie Martin, Elevation Health Partners
- Rachel Proud, Elevation Health Partners
- Becca Cohen, LAC DPH Division of HIV & STD Programs
- Wendy Garland, LAC DPH Division of HIV & STD Programs

Learning Objectives

- Learn the impact of MCC work during the pandemic
- Learn the strategies of We The People Campaign to end the HIV epidemic in Black communities
- Understand how to advocate for the patient in HIV care
- Review and celebrate the work of MCC team participation in the Mission Possible Learning Collaborative
- Look forward to ongoing collaboration among MCC teams and DHSP

Resources

- DHSP MCC Infographic

F. COVID-19 Resources

COVID-19 related resources and guidance were shared throughout the learning collaborative, along with disseminating surveys to MCC agencies to better inform DHSP leadership how MCC agencies have responded to the pandemic and areas they may need additional support to continue providing MCC services.

Name of Resource	Type	Audience	Brief Description
Recommended Resources for COVID-19 (2020)	Resource	MCC teams, QI leadership	A list of COVID-19 resources specifically identified for providers, pharmacists and patients.
Working Virtually – Tips & Resources (2020)	Resource	MCC teams, QI leadership	A resource providing five tips and resources for when working in a virtual environment.
DHSP COVID-19 Provider Survey Results (2020)	Document	MCC teams, QI leadership	A summary of the results from the DHSP COVID-19 provider survey and main takeaways.

G. Telehealth Resources

Compilation of telehealth resources collected and developed by DHSP and EHP throughout Mission Possible.

Name of Resource	Type	Audience	Brief Description
DHSP Telehealth Program Guidance (2020)	Guidance	MCC teams, QI leadership	Guidance provided to DHSP service providers regarding adjustments to service delivery practices.
MCC Telehealth CaseWatch Guidance (2020)	Guidance	MCC teams	Guidance provided to DHSP service providers regarding adjustments to HIV CaseWatch to better capture telehealth modalities for MCC users.
MCC Telehealth Contact Type Training Video (2020)	Resource	MCC teams	DHSP prepared a video in order to train MCC staff on how to document a telehealth visit in CaseWatch and presented during the March 27, 2020 webinar.
MCC Virtual Visit Checklist (2020)	Resource	MCC teams	A checklist for MCC virtual visit with technical tips for success in both telephone and video visits.

AltaMed MCC ROS Outreach Re-Assessment Telephone Workflow (2020)	Resource	MCC teams	A specific ROS workflow example for when conducting outreach to patients that was developed with the AltaMed ROS team members.
AltaMed MCC Re-Assessment Telephone Workflow Team 2 (2020)	Resource	MCC teams	A specific MCM PCM workflow example for when conducting a virtual re-assessment with an MCC patient developed with AltaMed MCC team 2.
AltaMed MCC Re-Assessment Telephone Workflow Team 1 (2020)	Resource	MCC teams	A specific MCM PCM workflow example for when conducting a virtual re-assessment with an MCC patient developed with AltaMed MCC Team 1.
AIDS Healthcare Foundation MCC Initial Assessment Telephone Workflow (2020)	Resource	MCC teams	A specific MCM PCM workflow example for when conducting a virtual initial assessment with an MCC patient developed with AIDS Healthcare Foundation.
Empathic Skill Building Resources for Phone Visits (2020)	Resource	MCC teams	Specific strategies shared with MCC teams for working on developing empathic skill building for phone visits.

MCC Needs Assessment **22** Agencies **86** Respondents

- + Program Management Best Practices
- + SDoH Priorities
- + Supervisor Training & Support
- + Quality Improvement Skill Training

DHSP Responds to COVID-19
 Approves telephone use, verbal consent, supports CaseWatch remote access, and repurposes Mission Possible learning collaborative to support telehealth.



Webinar training to support telehealth implementation



Resources to assist remote care



Launch of GlassCubes peer best practice exchange



Mechanism to give input to DHSP on program needs

5 Telehealth Support Webinars

- 1 **March | MCC Telehealth Strategies**
- 2 **July | MCC Telehealth Integration**
- 3 **August | MCC Patient Perspectives**
- 4 **September | Empathic Telephone Engagement**
- 5 **October | MCC Telephone Workflow**

Over **140** participants from **27** agencies

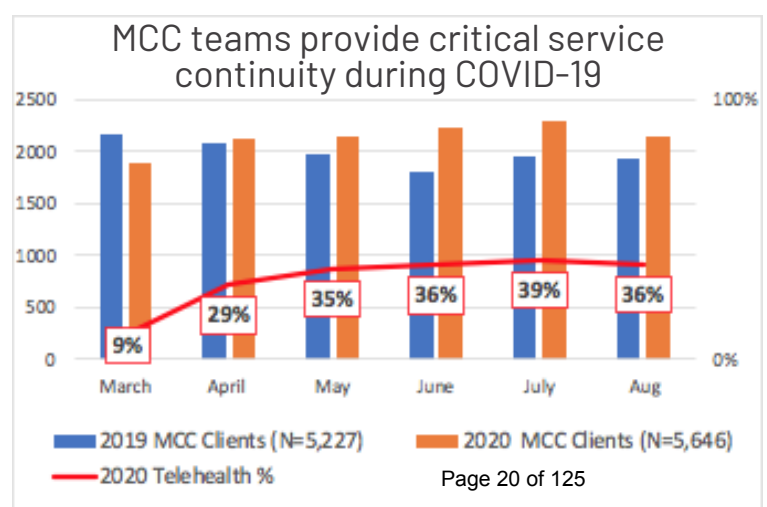
22
Agencies on GlassCube



100%
MCC Roles Represented

132
GlassCubes Members

- + Access to MCC during COVID-19 has remained high
- + One in three (1:3) clients received services via telehealth during COVID-19



CASEWATCH CONSENT FORM



Division of HIV and STD Programs
www.publichealth.lacounty.gov/aids



Casewatch Millennium® Client Consent Form

I, _____, (*print full name*) wish to register with Ryan White Program/Casewatch Millennium® in order to receive services funded by the Ryan White Program or the Department of Public Health (DPH), Division of HIV and STD Programs (DHSP). During registration, I will be asked to provide information about myself, including my name, race, gender, birth date, income and other demographic data. Depending upon the agency or program I am registering with, I may also be asked questions about my CD4 cell count, viral load, use of HIV medications, risk behaviors, my general physical and medical condition and medical history.

In addition to providing information, I will provide an original letter of diagnosis signed and dated by my doctor, or have a blood test that shows that I am HIV positive. By signing this form, I verify that I reside in Los Angeles County.

I understand that certain services may be available to HIV-negative partners, family members, or other caregivers affected by HIV, and registration and service information for these clients will not be shared between agencies regardless of my own share status. I understand that my name and information will not be shared outside the Ryan White Program/Casewatch Millennium® system unless I provide my specific, informed consent for such a disclosure. A list of Ryan White Program/Casewatch Millennium® agencies is available upon request.

Additionally, as a condition of receiving Ryan White Program services, I agree that my information will be made available to my local health department, to fiscal agents that fund services I receive, to DPH/DHSP, and to the State of California Department of Public Health (CDPH), Office of AIDS, AIDS Regional Information and Evaluation System (ARIES) for mandated care and treatment reporting, program monitoring, statistical analysis and research activities. This information includes the minimum necessary, but is not limited to gender, ethnicity, birth date, zip code, diagnosis status, and service data. No identifying information, such as name and social security number, will be released, published, or used against me without my consent, except as allowed by law.

By checking the "I AGREE and UNDERSTAND" box below, I understand that my relevant health, including HIV status, and income information will be shared with my local health department, fiscal agents that fund services I receive, the Department of Public Health, Division of HIV and STD Programs, and the State of California Department of Public Health (CDPH), Office of AIDS, AIDS Regional Information and Evaluation System (ARIES) when I request enrollment in care or access to services at a Ryan White Program agency. Only authorized personnel at each agency will have access to my information on a need-to-know basis. The information shared may include information about services received or my treatment at a particular agency. Mental health, legal and/or substance abuse services will only be shared as allowed by law. In most cases, I will not need to re-register (in Casewatch Millennium®) or provide a letter of HIV diagnosis when I require services from an agency providing services funded by the Ryan White Program or the DPH/Division of HIV and STD Programs.

I AGREE AND UNDERSTAND

My registration in Ryan White Program/Casewatch Millennium® does not guarantee services from any agency. Waiting lists or eligibility requirements may exclude me from services at other Ryan White Program/Casewatch Millennium® agencies.

By signing this form I acknowledge that I have been offered a copy of this consent form, and have discussed it with the staff person indicated below. I understand that this form will be stored in my paper file and that this consent form remains in effect for three (3) years from the date I sign this form.

Signature of Client or Parent/Guardian of Minor Child

Date

For Local Health Care Agency Use Only

Administered By

Agency Name

Signature

Date

DHSP 12-001 (Rev 6/2012)

HIV/AIDS Medical Care Coordination Services Casewatch Override Request

Send request to the attention of the Contracted Community Services Division via secure fax at (213) 381-8022

Request Date: _____ Agency: _____ Site _____

MCC Team Member Name _____ Signature _____

Phone: _____ Email _____

Client Name: _____ Casewatch CIS # _____ DOB: _____

Override Request Type: Screener Enrollment Tracker Assessment

Screener Date: _____ Screener Results: Needs MCC No Need at Screening

Did the Primary Care Provider refer client to MCC? Yes No Referral Date: _____

Enrollment Tracker Date: _____ Enrolled? Yes No Date Enrolled: _____

Was client assessed? Yes No Assessment Date: _____

Comments: _____

DHSP Use Only

Date Received: _____

Denied Approved

DHSP Program Manager Signature Print Name Date

DHSP Supervisor's Signature Print Name Date

Reason for denial: _____

Glasscubes

Becca Cohen, MD, MPH

DHSP

MCC Telehealth Meeting 3/27/2020



Keeping the conversations going!

Glasscubes: an online workspace where you can share files and have discussions.

- Hosted by the Center for Quality Improvement and Innovation (CQII)
- Invites to go out to all MCC staff to participate
- Goal is to provide a platform for ongoing dialogue and exchange of best practices

Glasscubes



Search



Mission Possible Unfollow RP MM LW NM +1 more



Welcome to Mission Possible, the team collaboration site for the DHSP HIV Quality Improvement Collaborative for MCC Teams!

Activity Last 30 days

4 RECENT FILES

FILES UPDATES

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WELCOME TO MISSION POSSIBLE, THE TEAM COLLABORATION SITE FOR THE DHSP HIV QUALITY IMPROVEMENT COLLABORATIVE FOR MCC TEAMS!

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Please contact me with any questions or concerns.

Becca Cohen

rcohen@ph.lacounty.gov

(646) 425-0045

INTEGRATED CARE PLAN

		(what/how much)		(how)	(who)	(by when)	
DATE	GOAL	OBJECTIVE	BARRIERS ADDRESSED	ACTION STEPS	WHO IS RESPONSIBLE?	TIME FRAME	DISPOSITION

Specific – What do you want to do, by when, with who, and how much (to what degree)?

Measurable – Can you measure progress towards the goal? How will you know if the goal is reached or accomplished?

Achievable/Attainable – Can you realistically achieve the outcome given their time frame, resources, and ability?

Relevant – Does it align with the goals of MCC, i.e., prevent acquisition/forward transmission of HIV/STDs, HIV medical care/treatment access and/or adherence?

Time – Is the time frame realistic?

_____ (MCM)

_____ (PCM)

_____ **MCC Team Signatures**

_____ **Patient Signature**

_____ **Date**

PLAN DE CUIDADO INTEGRADO

		(que/cuanto)		(cómo)	(quién)	(para cuando)	
FECHA	META	OBJETIVO	BARRERAS ABORDADAS	PASOS DE ACCIÓN	¿QUIÉN ES RESPONSABLE?	MARCO DE TIEMPO	DISPOSICIÓN

Específico – ¿Qué quiere hacer, para cuándo, con quién y cuánto (en qué grado)?

Medible – ¿Puede medir el progreso hacia la meta? ¿Cómo sabrá si la meta se alcanza o se logra?

Alcanzable – ¿Puede lograr de forma realista el resultado dado su marco de tiempo, recursos y capacidad?

Relevante – ¿Se alinea con las metas de MCC? es decir, prevenir la adquisición/propagación del VIH/ETS, acceso a la atención/tratamiento médico del VIH y/o adherencia

Tiempo – ¿Es realista el marco de tiempo?

_____ (MCM)

_____ (PCM)

_____ **MCC Firmas del equipo**

_____ **Firma del paciente**

_____ **Fecha**

Agency	First Name	Last Name	Email Address	Phone Number	MCC Staff Title	MCC Site Address ID	Street Address	Suite	City	State	Postal Code	Supervisor/Coordinator 1
DHSP	Abel	Alvarez	abalvarez@ph.lacounty.gov									
LA County-MLK – OASIS Clinic	Abraham	Estrada	aestrada4@dhs.lacounty.gov	424-338-2936	Case Worker		1807 E. 120th Street		Los Angeles	CA	90059	Collins Nwadiogbu
AIDS Healthcare Foundation	Aieta	Johnson	aieta.johnson@aidshealth.org	323-793-0959	Retention Outreach Specialist	Downtown	1400 South Grand Avenue	801	Los Angeles	CA	90015	Jennifer Giurashaj
JWCH Institute, Inc.	Alba	Quiles	aquiles@jwch.org	213-486-4050	Medical Care Manager	Center for Community Valley	522 South San Pedro Street		Los Angeles	CA	90013	
AIDS Healthcare Foundation	Alberto**	Martinez	alberto.Martinez@aidshealth.org	323-371-0996	Retention Outreach Specialist		4940 Van Nuys Blvd	200	Sherman Oaks	CA	91403	Jennifer Giurashaj
AIDS Healthcare Foundation	Alberto**	Martinez	alberto.Martinez@aidshealth.org	323-371-0996	Retention Outreach Specialist	Antelope Valley	1669 West Avenue J	301	Lancaster	CA	93534	Jennifer Giurashaj
LA County-MLK – OASIS Clinic	Alejandra	Navarrete	anavarrete2@dhs.lacounty.gov	424-338-2936	Case Worker		1807 E. 120th Street		Los Angeles	CA	90059	Collins Nwadiogbu
El Proyecto del Barrio, Inc.	Alexander	Barragan	abarragan@elproyecto.us		Retention Outreach Specialist		9140 Van Nuys Boulevard	207	Panorama City	CA	91402	
St. John's Well Child and Family Center	Alexandra	Diduck	adiduck@wellchild.org		Patient Care Manager							
Children's Hospital Los Angeles	Alexandria	Trubatsky	atrubatsky@chla.usc.edu	323-361-3908	Medical Care Manager		5000 Sunset Blvd	4th floor	Los Angeles	CA	90027	Miguel Martinez
LA County-Olive View	Amalia	Martinez	ammartinez@dhs.lacounty.gov	818-327-3233	SUPERVISOR							
LA County-HHH – Main Street Clinic	Amani	Davis	amdavis@dhs.lacounty.gov	323-8976-6080	Case Worker		5850 S. Main Street		Los Angeles	CA	90003	Marvin Nevins
AIDS Healthcare Foundation	Amy	Croft	amy.croft@aidshealth.org	323-860-5316	SUPERVISOR							
LA County-High Desert – Hope Clinic	Amy	McCormick	amccormick@dhs.lacounty.gov	661-471-4292	Case Worker		335 E. Avenue I		West Lancaster	CA	93535	Paul Parras
Northeast Valley	Ana	Cacao	anacacao-boczek@nevhc.org	818-988-6335	Patient Care Manager		14624 Sherman Way	600	Van Nuys	CA	91405	Jose Paredes
LA County+USC Healthcare Network	Ana	Sanchez	Asanchez@dhs.lacounty.gov	323-409-5253	Case Worker	Rand Schrader Clinic	1300 N. Mission Road		Los Angeles	CA	90033	Belinda Ankrah, RN
DHSP	Anait	Aresenyan	AArsenyan@ph.lacounty.gov									
Northeast Valley	Andrea	Rosales	AndreaRosales@nevhc.org	818-988-6335	Retention Outreach Specialist		14624 Sherman Way	600	Van Nuys	CA	91405	Jose Paredes
Northeast Valley	Andrew	Braga	andrewbraga@nevhc.org		Medical Care Manager							
Los Angeles LGBT Center	Andrew	Toscano	atoscano@lalgbtcenter.org	323-993-7457	Patient Care Manager		1625 N. Schrader Boulevard		Los Angeles	CA	90028	Nicolaus Garcia, LCSW
Tarzana Treatment Center	Angie	Castaneda	acastaneda@tarzanatc.org		Retention Outreach Specialist							
AltaMed	Antonio	Velez	avelez@altamed.org		Patient Care Manager							
Northeast Valley	Aracely	Diaz	AracelyDiaz@nevhc.org		Retention Outreach Specialist		14624 Sherman Way	600	Van Nuys	CA	91405	Jose Paredes
Los Angeles LGBT Center	Arturo	Chavez	achavez@lalgbtcenter.org	323-993-7573	Patient Care Manager		1625 N. Schrader Boulevard		Los Angeles	CA	90028	Nicolaus Garcia, LCSW
LA County-MLK – OASIS Clinic	Aurora	Graham	agraham3@dhs.lacounty.gov	424-338-2932	Patient Care Manager		1807 E. 120th Street		Los Angeles	CA	90059	Collins Nwadiogbu
LA County+USC Healthcare Network	Belinda	Ankrah	bankrah@dhs.lacounty.gov	323-409-6190	SUPERVISOR							
LA County+USC Healthcare Network	Brenda	Solis	bcenicerosolis@dhs.lacounty.gov	323-409-4954	Case Worker	Maternal Child and Adolescent Clinic	2010 Zonal Avenue		Los Angeles	CA	90033	Inez Beckon-English
DHSP	Bret	Moulton	bmoulton@ph.lacounty.gov									
IHQC	Bridget	Cole	bcole@ihqc.org									
DHSP	Brittany	Schmidt	BSchmidt@ph.lacounty.gov									
Tarzana Treatment Center	Carmela	Gonzalez	cgonzalez@tarzanatc.org	818-342-5897	Case Worker		7101 Baird Avenue		Reseda	CA	91335	Gina Larco
LA County-Olive View	Carol	Torres	catorres@dhs.lacounty.gov	747-210-4116	Medical Care Manager		14445 Olive View Drive		Sylmar	CA	91342	
AIDS Healthcare Foundation	Carolyn	Belton	Carolyn.Belton@aidshealth.org	310-657-9353	Patient Care Manager	Westside	99 N. La Cienega Blvd	200	Beverly Hills	CA	90211	Jennifer Giurashaj
AIDS Healthcare Foundation	Cassandra	Buhler	Cassandra.buhler@aidshealth.org		Case Worker							
LA County Long Beach Comprehensive Health Center	Cecilia	Villasenor	cvillasenor@dhs.lacounty.gov	562-753-2422	Medical Care Manager		1333 Chestnut Avenue		Long Beach	CA	90813	Patricia Serna
LA County-Olive View	Celia	Pena	Cpena@dhs.lacounty.gov	747-210-301	SUPERVISOR							
JWCH Institute, Inc.	Celica	Iribe	ciribe@jwch.org	626-744-6140 ext. 5217	Case Worker	Andrew Escajeda Comprehensive Care Clinic	1845 North Fair Oaks Avenue	G122	Pasadena	CA	91103	Michael Johnson
Watts Healthcare Corp.	Charease	Jackson	charease.williams@wattshealth.org	323-564-4331	Medical Care Manager		10300 S. Compton Avenue		Los Angeles	CA	90002	Rosalynd Williams
Saban Community Clinic	Chassity	Griffin	cgriffin@sabancommunityclinic.org	323-330-1654	SUPERVISOR							
Los Angeles Commission on HIV	Cheryl	Barrit	cbarrit@lachiv.org									
Los Angeles LGBT Center	Cheyenne	Sharp	csharp@lalgbtcenter.org	323-993-7697	Medical Care Manager		1625 N. Schrader Boulevard		Los Angeles	CA	90028	Kyle Eberly
LA County-MLK – OASIS Clinic	Christopher	Arevalo	carevalo@dhs.lacounty.gov	424-338-2945	SUPERVISOR							
JWCH Institute, Inc.	Christopher	Stephenson	cstephenson@jwch.org		Retention Outreach Specialist							
AIDS Healthcare Foundation	Christy	Montoya	Christy.Montoya@ahf.org		Medical Care Manager							
LA County-Harbor UCLA	Claudia	Murray	cmurray@dhs.lacounty.gov	310-222-2365	SUPERVISOR							
LA County-Harbor UCLA	Colette	Thompson	cthompson3@dhs.lacounty.gov	562-462-2770	Case Worker		1000 W. Carson Street	N-24	Torrance	CA	90502	Claudia Murray
LA County-MLK – OASIS Clinic	Collins	Nwadiogbu	cnwadiogbu@dhs.lacounty.gov	424-338-1005	Supervisor							
LA County-HHH – Main Street Clinic	Connie*	Gonzalez	rgonzalez@dhs.lacounty.gov	323-897-6250	Retention Outreach Specialist		5850 S. Main Street		Los Angeles	CA	90003	Marvin Nevins
Los Angeles LGBT Center	Corneliu	Balan	cbalan@lalgbtcenter.org	323-993-7521	Medical Care Manager		1625 N. Schrader Boulevard		Los Angeles	CA	90028	Kyle Eberly
Tarzana Treatment Center	Cristina	Stowe	cstowe@tarzanatc.org	818-654-3887 ext. 4402	Patient Care Manager		321 East Palmdale Boulevard		Palmdale	CA	93550	Raquel Cataldo
LA County+USC Healthcare Network	Cynthia	Estrada	Cestrada2@dhs.lacounty.gov	323-409-4282	Medical Care Manager	Rand Schrader Clinic	1300 N. Mission Road		Los Angeles	CA	90033	
Venice Family Clinic	Cynthia	Robles	carobles@mednet.ucla.edu	310-664-7994	Case Worker		604, 622 Rose Avenue		Venice	CA	90291	Julie Garcia
Los Angeles LGBT Center	Dana	Furuyama	dfuruyama@lalgbtcenter.org	323-993-7519	Patient Care Manager		1625 N. Schrader Boulevard		Los Angeles	CA	90028	Nicolaus Garcia, LCSW
AIDS Healthcare Foundation	Dana	Harris	dana.harris@aidshealth.org	323-394-0952	Patient Care Manager	Downtown	1400 South Grand Avenue	801	Los Angeles	CA	90015	Jennifer Giurashaj
LA County+USC Healthcare Network	Daniel	Ornelas	dornelas@dhs.lacounty.gov	323-409-6189	Case Worker	Rand Schrader Clinic	1300 N. Mission Road		Los Angeles	CA	90033	

Agency	First Name	Last Name	Supervisor/ Coordinator 2	Supervisor/ Coordinator Phone Number 1	Supervisor / Coordinator Phone Number 2	Supervisor/ Coordinator Email Address 1	Supervisor/ Coordinator Email Address 2
DHSP	Abel	Alvarez					
LA County-MLK – OASIS Clinic	Abraham	Estrada	Christopher Arevalo	424-338- 1005	424-338- 2945	cnwadiogbu@d hs.lacounty.gov	carevalo@dhs.l acounty.gov
AIDS Healthcare Foundation	Aieta	Johnson	Amy Croft	323-860- 5316		Jennifer.Gjuras haj@aidshhealth. org	amy.croft@aid shealth.org
JWCH Institute, Inc.	Alba	Quiles					
AIDS Healthcare Foundation	Alberto**	Martinez	Amy Croft	323-860- 5316		Jennifer.Gjuras haj@aidshhealth. org	amy.croft@aid shealth.org
AIDS Healthcare Foundation	Alberto**	Martinez	Amy Croft	323-860- 5316		Jennifer.Gjuras haj@aidshhealth. org	amy.croft@aid shealth.org
LA County-MLK – OASIS Clinic	Alejandra	Navarrete	Christopher Arevalo	424-338- 1005	424-338- 2945	cnwadiogbu@d hs.lacounty.gov	carevalo@dhs.l acounty.gov
El Proyecto del Barrio, Inc.	Alexander	Barragan					
St. John's Well Child and Family Center	Alexandra	Diduck					
Children's Hospital Los Angeles	Alexandria	Trubatsky		323-361- 3908		mimartinez@chl a.usc.edu	
LA County-Olive View	Amalia	Martinez					
LA County-HHH – Main Street Clinic	Amani	Davis		323-897- 6364		mnevns@dhs.l acounty.gov	
AIDS Healthcare Foundation	Amy	Croft					
LA County-High Desert – Hope Clinic	Amy	McCormick	Timothy Moore	661-471- 4393	661-471- 4212	pparas@dhs.lac ounty.gov	tmoore@dhs.lac ounty.gov
Northeast Valley	Ana	Cacao	Nick Rocca	818-988- 6335 ext. 50702	818-998- 6335 ext 50701	JoseParedes@n evhc.org	NickRocca@nev hc.org
LA County+USC Healthcare Network	Ana	Sanchez		323-409- 6190		bankrah@dhs.la county.gov	
DHSP	Anait	Aresenyan					
Northeast Valley	Andrea	Rosales	Nick Rocca	818-988- 6335 ext. 50702	818-998- 6335 ext 50701	JoseParedes@n evhc.org	NickRocca@nev hc.org
Northeast Valley	Andrew	Braga					
Los Angeles LGBT Center	Andrew	Toscano		323-993- 7486		ngarcia@lalgbtc enter.org	
Tarzana Treatment Center	Angie	Castaneda					
AltaMed	Antonio	Velez					
Northeast Valley	Aracely	Diaz	Nick Rocca	818-988- 6335 ext. 50702	818-998- 6335 ext 50701	JoseParedes@n evhc.org	NickRocca@nev hc.org
Los Angeles LGBT Center	Arturo	Chavez		323-993- 7486		ngarcia@lalgbtc enter.org	
LA County-MLK – OASIS Clinic	Aurora	Graham	Christopher Arevalo	424-338- 1005	424-338- 2945	cnwadiogbu@d hs.lacounty.gov	carevalo@dhs.l acounty.gov
LA County+USC Healthcare Network	Belinda	Ankrah					
LA County+USC Healthcare Network	Brenda	Solis		323-409- 7442		ienglish@dhs.la county.gov	
DHSP	Bret	Moulton					
IHQ DHSP	Bridget Brittany	Cole Schmidt					
Tarzana Treatment Center	Carmela	Gonzalez		818-342- 5897 ext. 2203		glarco@tarzana tc.org	
LA County-Olive View	Carol	Torres					
AIDS Healthcare Foundation	Carolyn	Belton	Amy Croft	323-860- 5316		Jennifer.Gjuras haj@aidshhealth. org	amy.croft@aid shealth.org
AIDS Healthcare Foundation	Cassandra	Buhler					
LA County Long Beach Comprehensive Health Center	Cecilia	Villasenor		562-753- 2455		pserna@dhs.lac ounty.gov	
LA County-Olive View	Celia	Pena					
JWCH Institute, Inc.	Celica	Iribe		626-744- 6140		mjohnson@jwc h.org	
Watts Healthcare Corp.	Charease	Jackson	Yvette Wells	323-564- 4331		rosalynd.william s@wattshealth. org	yvette.wells@w attshealth.org
Saban Community Clinic	Chassity	Griffin					
Los Angeles Commission on HIV	Cheryl	Barrit					
Los Angeles LGBT Center	Cheyenne	Sharp		323-993- 7447		keberly@lalgbtc enter.org	
LA County-MLK – OASIS Clinic	Christopher	Arevalo					
JWCH Institute, Inc.	Christopher	Stephenson					
AIDS Healthcare Foundation	Christy	Montoya					
LA County-Harbor UCLA	Claudia	Murray					
LA County-Harbor UCLA	Colette	Thompson		310-222- 2365		cmurray@dhs.l acounty.gov	
LA County-MLK – OASIS Clinic	Collins	Nwadiogbu					
LA County-HHH – Main Street Clinic	Connie*	Gonzalez		323-897- 6364		mnevns@dhs.l acounty.gov	
Los Angeles LGBT Center	Corneliu	Balan		323-993- 7447		keberly@lalgbtc enter.org	
Tarzana Treatment Center	Cristina	Stowe		818-996- 1051	818-342- 5897 ext. 4326	Rcataldo@tarza natc.org	
LA County+USC Healthcare Network	Cynthia	Estrada					
Venice Family Clinic	Cynthia	Robles		310-664- 7613		juliegarcia@me dnet.ucla.edu	
Los Angeles LGBT Center	Dana	Furuyama		323-993- 7486		ngarcia@lalgbtc enter.org	
AIDS Healthcare Foundation	Dana	Harris	Amy Croft	323-860- 5316		Jennifer.Gjuras haj@aidshhealth. org	amy.croft@aid shealth.org
LA County+USC Healthcare Network	Daniel	Ornelas					

Agency	First Name	Last Name	Email Address	Phone Number	MCC Staff Title	MCC Site Address ID	Street Address	Suite	City	State	Postal Code	Supervisor/Coordinator 1
AIDS Healthcare Foundation	Daniel	Rojas	Daniel.Rojas@ai-dshealth.org	323-493-5364	Retention Outreach Specialist	Hollywood	1300 North Vermont Avenue	407	Los Angeles	CA	90027	Jennifer Giurashaj
Los Angeles LGBT Center	Daniel	Sahagun	dsahagun@lalgbtcenter.org	323-993-5287	Retention Outreach Specialist		1625 N. Schrader Boulevard		Los Angeles	CA	90028	Linda Santiman
LA County-High Desert – Hope Clinic	Danny	Mercado-Aguilar	daguilar5@dhs.lacounty.gov	661-471-4290	Retention Outreach Specialist		335 E. Avenue I		West Lancaster	CA	93535	Paul Parras
St. Mary's Medical Center	Darby	Restorick	darby.restorick@dignityhealth.org		Retention Outreach Specialist							
LA County-Harbor UCLA	Darryl	de Castro	ddecastro@dhs.lacounty.gov	424-306-4370	Patient Care Manager		1000 W. Carson Street	N-24	Torrance	CA	90502	Claudia Murray
St. Mary's Medical Center	Daryl	Dimaculangan	daryl.dimaculangan@dignityhealth.org	562-624-4976	Medical Care Manager		1043 Elm Avenue	300	Long Beach	CA	90813	Christopher Hucks-Ortiz
Men's Health Foundation	David	Hoxsey	david.hoxsey@menshealthfound.org		Case Worker							
East Valley Community Health Center	Debbie	Lara Rivera	dlara@evchc.org	909-620-8088 ext. 3202	SUPERVISOR							
Northeast Valley	Debra	Rosen	DebraRosen@nehvc.org									
APLA Health & Wellness Center	Dorisha	Smith	dorishasmith@apla.org		Retention Outreach Specialist							
Los Angeles LGBT Center	Eddie	Sanyer	esanyer@lalgbtcenter.org		Retention in Care Navigator							
Men's Health Foundation	Edgardo	Medina	edgardo.medina@menshealthfound.org		Patient Care Manager							
Los Angeles LGBT Center	Eduardo	Tay	etay@lalgbtcenter.org	323-993-7514	Case Worker		1625 N. Schrader Boulevard		Los Angeles	CA	90028	Lucy Oneida Feliciano
Venice Family Clinic	Eileen	Garcia	epgarcia@mednet.ucla.edu	310-664-7795	Patient Care Manager		604, 622 Rose Avenue		Venice	CA	90291	Julie Garcia
St. Mary's Medical Center	Elizabeth	Nelson	Elizabeth.Nelson@dignityhealth.org		Patient Care Manager							
Venice Family Clinic	Elizabeth	Pena	epeña@mednet.ucla.edu	310-664-7607	Medical Care Manager		604, 622 Rose Avenue		Venice	CA	90291	Julie Garcia
AIDS Healthcare Foundation	Ella	Fridman	ella.fridman@ai-dshealth.org	213-447-4194	Medical Care Manager	Valley	4940 Van Nuys Blvd	200	Sherman Oaks	CA	91403	Jennifer Giurashaj
Los Angeles LGBT Center	Elsa	Gardner	egardner@lalgbtcenter.org	323-993-7459	Medical Care Manager		1625 N. Schrader Boulevard		Los Angeles	CA	90028	Kyle Eberly
City of Long Beach Department of Health and Human Services	Elsa	Orozco	Elsa.Orozco@longbeach.gov	562-570-4057	Case Worker		2525 Grand Avenue	115	Long Beach	CA	90815	Marina Ohlson-Smorick
University of California, Los Angeles T.H.E. Clinic, Inc.	Emily	Franklin	eefranklin@mednet.ucla.edu	310-557-2057	Patient Care Manager		1399 South Roxbury Drive	100	Los Angeles	CA	90035	Jeannie Acdan
	Enrique	Alvarez	ealvarez@tohelp-everyone.org	323-730-1920	Case Worker		3834 South Western Avenue		Los Angeles	CA	90062	Tracy Horn
AltaMed	Erica	Herrera	errherrera@alta-med.org	323-869-5319	Medical Care Manager		5427 East Whittier Boulevard		Los Angeles	CA	90022	Sarah Campbell
Men's Health Foundation	Ernesto	Ayala	ernesto.ayala@menshealthfound.org		Retention Outreach Specialist		9201 West Sunset Boulevard	812	Los Angeles	CA	90069	Virginia Cabrera
APLA Health & Wellness Center	Esmeralda	Villalobos	Evillalobos@apla.org	213-215-1725	Patient Care Manager		5901 West Olympic Boulevard	500	Los Angeles	CA	90036	Melinda Serrano
East Valley Community Health Center	Evelyn	Cervantes	ecervantes@evchc.org	909-620-8088 ext. 3206	Case Worker		1555 S. Garey Avenue		Pomona	CA	91766	Debbie Lara Rivera
APLA Health & Wellness Center	Fernando	McCray	fmccray@APLA.ORG	323/329-9944	Case Worker		3743 South La Brea Avenue		Los Angeles	CA	90016	Melinda Serrano
Men's Health Foundation	Francis	Ocon	francis.ocon@menshealthfound.org		Medical Care Manager							
LA County-Olive View	Francisco	Cuchilla	fcuchilla@dhs.lacounty.gov	818-364-4236	Retention Outreach Specialist		14445 Olive View Drive		Sylmar	CA	91342	Gesille Jane Guibone
LA County-Olive View	Frederick	Schwamb	fschwamb@dhs.lacounty.gov	818-364-4216	Retention Outreach Specialist		14445 Olive View Drive		Sylmar	CA	91342	Amalia Martinez
LA County-Olive View	Gesille	Jane Guibone	gguibone@dhs.lacounty.gov	818-364-4216	SUPERVISOR							
APLA Health & Wellness Center	Gilmore	Villegas	Gvillegas@apla.org	213-215-1725	Case Worker		5901 West Olympic Boulevard		Los Angeles	CA	90036	Melinda Serrano
Tarzana Treatment Center	Gina	Larco	glarco@tarzanatc.org	818-342-5897 ext. 2203	SUPERVISOR							
LA County+USC Healthcare Network	Gregory	Keeler	gkeeler@dhs.lacounty.gov	323-409-8324	SUPERVISOR							
East Valley Community Health Center	Guadalupe	Ruiz	guruiz@evchc.org		Patient Care Manager		1555 S. Garey Avenue		Pomona	CA	91766	Debbie Lara Rivera
LA County+USC Healthcare Network	Gualberto	Gonzalez	ggonzalez3@dhs.lacounty.gov	323-409-6183	Patient Care Manager	Rand Schrader Clinic	1300 N. Mission Road		Los Angeles	CA	90033	Inez Beckon-English
Los Angeles LGBT Center	Heidi	Chairez	hchairez@lalgbtcenter.org	323-993-3613	Retention Outreach Specialist		1625 N. Schrader Boulevard		Los Angeles	CA	90028	Linda Santiman
Northeast Valley Los Angeles LGBT Center	Herberth Humberto	Osorio Solis-Flores	hsolis@lalgbtcenter.org	323-993-7586	Patient Care Manager		1625 N. Schrader Boulevard		Los Angeles	CA	90028	Nicolaus Garcia, LCSW
LA County+USC Healthcare Network	Inez	Beckon-English	ienglish@dhs.lacounty.gov	323-409-7442	SUPERVISOR							
City of Long Beach Department of Health and Human Services	Iris	Gibbs	Iris.Gibbs@longbeach.gov	562-570-4544	Patient Care Manager		2525 Grand Avenue	115	Long Beach	CA	90815	Marina Ohlson-Smorick
Los Angeles LGBT Center	Jackelyn	Stitt	jstitt@lalgbtcenter.org		Medical Care Manager							
LA County Long Beach Comprehensive Health Center	Jacqueline	Stevens	jstevens@dhs.lacounty.gov	562-753-2476	Patient Care Manager		1333 Chestnut Avenue		Long Beach	CA	90813	Patricia Serna
LA County-High Desert – Hope Clinic	Janet	Mischel	jmischel@dhs.lacounty.gov	661-471-4290	Medical Care Manager		335 E. Avenue I		West Lancaster	CA	93535	Paul Parras
JWCH Institute, Inc.	Jeane*	Ledbetter	jledbetter@jwch.org	626-744-6140 ext. 5215	Medical Care Manager	Andrew Escajeda Comprehensive Care Clinic	1845 North Fair Oaks Avenue	G122	Pasadena	CA	91103	Michael Johnson
University of California, Los Angeles	Jeannie	Acdan	jacdan@mednet.ucla.edu	310-557-9066	Medical Care Manager		1399 South Roxbury Drive	100	Los Angeles	CA	90035	
LA County+USC Healthcare Network	Jennifer	Burgos	jburgos@dhs.lacounty.gov		Patient Care Manager	Maternal Child and Adolescent Clinic	2010 Zonal Avenue		Los Angeles	CA	90033	Gregory Keeler
Tarzana Treatment Center	Jennifer	Cavanaugh	jcavanaugh@tarzanatc.org	818-342-5897	Medical Care Manager		7101 Baird Avenue		Reseda	CA	91335	
AIDS Healthcare Foundation	Jennifer	Giurashaj	Jennifer.Gjurashaj@aidshhealth.org	323-860-5316	Supervisor							
AltaMed	Jennifer	Lopez	jennlopez@alta-med.org		Retention Outreach Specialist							
LA County-MLK – OASIS Clinic	Jerry	Edoloverio	jedoloverio@dhs.lacounty.gov	424-338-2933	Medical Care Manager		1807 E. 120th Street		Los Angeles	CA	90059	Collins Nwadiogbu
East Valley Community Health Center	Jessica	Chavez	jchavez@evchc.org		Medical Care Manager							
AIDS Healthcare Foundation	Jessica	Garcia	jessica.garcia@ahf.org	323-367-7113	Case Worker		2146 W Adams		Los Angeles	CA	90018	

Agency	First Name	Last Name	Supervisor/ Coordinator 2	Supervisor/ Coordinator Phone Number 1	Supervisor / Coordinator Phone Number 2	Supervisor/ Coordinator Email Address 1	Supervisor/ Coordinator Email Address 2
AIDS Healthcare Foundation	Daniel	Rojas	Amy Croft	323-860-5316		Jennifer.Gjuras haj@aidshhealth.org	amy.croft@aidshhealth.org
Los Angeles LGBT Center	Daniel	Sahagun		323-993-7610		lsantiman@lalgbtcenter.org	
LA County-High Desert – Hope Clinic	Danny	Mercado-Aguilar	Timothy Moore	661-471-4393	661-471-4212	pparas@dhs.lacounty.gov	tmoore@dhs.lacounty.gov
St. Mary's Medical Center	Darby	Restorick					
LA County-Harbor UCLA	Darryl	de Castro		310-222-2365		cmurray@dhs.lacounty.gov	
St. Mary's Medical Center	Daryl	Dimaculangan		562-624-4934		Christopher.Hucks-Ortiz@dignityhealth.org	
Men's Health Foundation	David	Hoxsey					
East Valley Community Health Center	Debbie	Lara Rivera					
Northeast Valley	Debra	Rosen					
APLA Health & Wellness Center	Dorisha	Smith					
Los Angeles LGBT Center	Eddie	Sanyer					
Men's Health Foundation	Edgardo	Medina					
Los Angeles LGBT Center	Eduardo	Tay		323-993-7542		rescobar@lalgbtcenter.org	
Venice Family Clinic	Eileen	Garcia		310-664-7613		juliegarcia@mednet.ucla.edu	
St. Mary's Medical Center	Elizabeth	Nelson					
Venice Family Clinic	Elizabeth	Pena		310-664-7613		juliegarcia@mednet.ucla.edu	
AIDS Healthcare Foundation	Ella	Fridman	Amy Croft	323-860-5316		Jennifer.Gjuras haj@aidshhealth.org	amy.croft@aidshhealth.org
Los Angeles LGBT Center	Elsa	Gardner		323-993-7447		keberly@lalgbtcenter.org	
City of Long Beach Department of Health and Human Services	Elsa	Orozco		562-570-4329		Marina.Ohlon-Smorick@longbeach.qov	
University of California, Los Angeles	Emily	Franklin		310-843-2014		lacadan@mednet.ucla.edu	
T.H.E. Clinic, Inc.	Enrique	Alvarez		323-730-1920 ext. 3225		thorn@tohelppeveryone.org	
AltaMed	Erica	Herrera		323-869-4319		scampbell@altamed.org	
Men's Health Foundation	Ernesto	Ayala		424- 245-3006		virginia.cabrera@mhfoundation.org	
APLA Health & Wellness Center	Esmeralda	Villalobos		323-329-9925		Mserrano@apla.org	
East Valley Community Health Center	Evelyn	Cervantes		909-620-8088 ext. 3202		dlara@evchc.org	
APLA Health & Wellness Center	Fernando	McCray		323-329-9925		Mserrano@apla.org	
Men's Health Foundation	Francis	Ocon					
LA County-Olive View	Francisco	Cuchilla		818-364-4216		gguibone@dhs.lacounty.gov	
LA County-Olive View	Frederick	Schwamb		818-327-3233		ammartinez@dhs.lacounty.gov	
LA County-Olive View	Gesille	Jane Guibone					
APLA Health & Wellness Center	Gilmore	Villegas		323-329-9925		Mserrano@apla.org	
Tarzana Treatment Center	Gina	Larco					
LA County+USC Healthcare Network	Gregory	Keeler					
East Valley Community Health Center	Guadalupe	Ruiz		909-620-8088 ext. 3202		dlara@evchc.org	
LA County+USC Healthcare Network	Gualberto	Gonzalez		323-409-7442		ienglish@dhs.lacounty.gov	
Los Angeles LGBT Center	Heidi	Chairez		323-993-7610		lsantiman@lalgbtcenter.org	
Northeast Valley Los Angeles LGBT Center	Herberth Humberto	Osorio Solis-Flores		323-993-7486		ngarcia@lalgbtcenter.org	
LA County+USC Healthcare Network	Inez	Beckon-English					
City of Long Beach Department of Health and Human Services	Iris	Gibbs		562-570-4329		Marina.Ohlon-Smorick@longbeach.qov	
Los Angeles LGBT Center	Jackelyn	Stitt					
LA County Long Beach Comprehensive Health Center	Jacqueline	Stevens		562-753-2455		pserna@dhs.lacounty.gov	
LA County-High Desert – Hope Clinic	Janet	Mischel	Timothy Moore	661-471-4393	661-471-4212	pparas@dhs.lacounty.gov	tmoore@dhs.lacounty.gov
JWCH Institute, Inc.	Jeane*	Ledbetter		626-744-6140		mjohnson@jwch.org	
University of California, Los Angeles	Jeannie	Acdan					
LA County+USC Healthcare Network	Jennifer	Burgos		323-409-8324		gkeeler@dhs.lacounty.gov	
Tarzana Treatment Center	Jennifer	Cavanaugh					
AIDS Healthcare Foundation	Jennifer	Giurashaj					
AltaMed	Jennifer	Lopez					
LA County-MLK – OASIS Clinic	Jerry	Edoloverio	Christopher Arevalo	424-338-1005	424-338-2945	cnwadiogbu@dhs.lacounty.gov	carevalo@dhs.lacounty.gov
East Valley Community Health Center	Jessica	Chavez					
AIDS Healthcare Foundation	Jessica	Garcia					

Agency	First Name	Last Name	Email Address	Phone Number	MCC Staff Title	MCC Site Address ID	Street Address	Suite	City	State	Postal Code	Supervisor/Coordinator 1
AltaMed	Jessica	Oregel	joregel@altamed.org	323-869-5436	Medical Care Manager		5427 East Whittier Boulevard		Los Angeles	CA	90022	Sarah Campbell
Los Angeles LGBT Center	Jessica	Warner	jwarner@lalgbtcenter.org	323-993-8950	Retention Outreach Specialist		1625 N. Schrader Boulevard		Los Angeles	CA	90028	Linda Santiman
El Proyecto del Barrio, Inc.	Jocelyn	Guillen	jguillen@elproyecto.us	(818) 830-7181	Medical Care Manager		9140 Van Nuys Boulevard	207	Panorama City	CA	91402	
JWCH Institute, Inc.	Joe	Castro	jcastro@jwch.org	626-744-1460 ext. 5336	Supervisor	Andrew Escajeda Comprehensive Care Clinic	1845 North Fair Oaks Avenue	G122	Pasadena	CA	91103	Michael Johnson
LA County-Olive View	Joel	Correa	jcorrea2@dhs.lacounty.gov	213-840-8386	Case Worker		14445 Olive View Drive		Sylmar	CA	91342	Caren Alwin
AIDS Healthcare Foundation	Joel	Hernandez Romero	amy.croft@aidshealth.org	310-657-9353	Medical Care Manager		99 N. La Cienega Blvd	200	Beverly Hills	CA	90211	Jennifer Giurashaj
AltaMed	Johanna	Gonzalez	johgonzalez@altamed.org		Quality Improvement Specialist for HIV dept							
Los Angeles LGBT Center	Jose	Alvarado	joalvarado@lalgbtcenter.org	323-993-7526	Medical Care Manager		1625 N. Schrader Boulevard		Los Angeles	CA	90028	Kyle Eberly
APLA Health & Wellness Center	Jose	Barajas	jbarajas@apla.org		Medical Care Supervisor							
LA County+USC Healthcare Network	Jose	Hernandez	johernandez@dhs.lacounty.gov	(323) 409-3752		Maternal Child and Adolescent Clinic	2010 Zonal Avenue		Los Angeles	CA	90033	
Northeast Valley	Jose	Paredes	JoseParedes@nevhc.org	818-988-6335 ext. 50702	SUPERVISOR							
Los Angeles LGBT Center	Joseph	Smith	jsmith@lalgbtcenter.org	323-993-7529	Patient Care Manager		1625 N. Schrader Boulevard		Los Angeles	CA	90028	Nicolaus Garcia, LCSW
Northeast Valley	Juan	Preciado	jpreciado@nevhc.org		Case Worker		14624 Sherman Way	600	Van Nuys	CA	91405	Jose Paredes
University of California, Los Angeles	Judith	Currier	JSCurrier@mednet.ucla.edu	310-825-9283	SUPERVISOR							
Men's Health Foundation	Julia	Schwab	julia.schwab@mhfoundation.org	310-550-1010	Patient Care Manager		9201 West Sunset Boulevard	812	Los Angeles	CA	90069	Virginia Cabrera
Venice Family Clinic	Julie	R	juliegarcia@mednet.ucla.edu	310-664-7613	SUPERVISOR							
DHSP	Julie	Tolentino	jtolenino@ph.lacounty.gov									
Los Angeles LGBT Center	Justin	Hernandez	jhernandez@lalgbtcenter.org	323-993-7524	Medical Care Manager		1625 N. Schrader Boulevard		Los Angeles	CA	90028	Kyle Eberly
LA County Long Beach Comprehensive Health Center	Kenya	Walton	kwalton@dhs.lacounty.gov		Case Worker							
AIDS Healthcare Foundation	Keyari	Badon	keyari.badon@aidshhealth.org	323-573-3034	Retention Outreach Specialist	Westside	99 N. La Cienega Blvd	200	Beverly Hills	CA	90211	Jennifer Giurashaj
Los Angeles LGBT Center	Kyle	Eberly	keberly@lalgbtcenter.org	323-993-7447								
APLA Health & Wellness Center	Lauren	White	lwhite@apla.org	323-329-9945	Patient Care Manager		3743 South La Brea Avenue		Los Angeles	CA	90016	Melinda Serrano
AIDS Healthcare Foundation	Lee	Fuselier	lee.fuselier@ahf.org		Patient Care Manager							
St. Mary's Medical Center	Lihini	Dasanayake	lihini.dasanayake@dignityhealth.org									
Los Angeles LGBT Center	Linda	Santiman	lsantiman@lalgbtcenter.org	323-993-7610	SUPERVISOR							
DHSP	Lisa	Klein	lklein@ph.lacounty.gov									
DHSP	Lisa	Salvatti	lsalvatti@ph.lacounty.gov									
DHSP	Lisa	Velasco	LIVelasco@ph.lacounty.gov									
Los Angeles LGBT Center	Louis	Guitron	lguitron@lalgbtcenter.org									
St. Mary's Medical Center	Luciano	Dumonde	luciano.dumonde@dignityhealth.org									
Los Angeles LGBT Center	Lucy	Oneida Feliciano	lfeliciano@lalgbtcenter.org	323-993-7542	SUPERVISOR							
DHSP	Maggie	Esquivel	maesquivel@ph.lacounty.gov									
DHSP	Marcy	Fenton	mfenton@ph.lacounty.gov									
LA County-Harbor UCLA	Maria	Jimenez	mjimenez3@dhs.lacounty.gov	310-222-2781	Medical Care Manager		1000 W. Carson Street	N-24	Torrance	CA	90502	Claudia Murray
DHSP	Maria	Orozco	miorozco@ph.lacounty.gov									
University of California, Los Angeles	Mariela	Magana	mcmagana@mednet.ucla.edu									
AIDS Healthcare Foundation	Marielle	Tavares	Marielle.Tavares@ahf.org		Medical Care Manager							
Watts Healthcare Corp.	Marina	Castellanos	marina.castellanos@wattshealth.org	323-564-4331	Case Worker		10300 S. Compton Avenue		Los Angeles	CA	90002	Rosalynd Williams
City of Long Beach Department of Health and Human Services	Marina	Ohlson-Smorick	Marina.Ohlson-Smorick@longbeach.gov	562-570-4329	SUPERVISOR							
DHSP	Marisa	Cohen	mcohen@ph.lacounty.gov									
University of California, Los Angeles	Marisol	Sanchez	marisolsanchez@mednet.ucla.edu	310-206-4173	Case Worker		200 UCLA Medical Plaza Drive	265	Los Angeles	CA	90095	Dr. Judith Currier
University of California, Los Angeles	Maritza	Ramirez	maritzaramirez@mednet.ucla.edu	310-794-2924	Retention Outreach Specialist		200 UCLA Medical Plaza Drive	265	Los Angeles	CA	90095	
East Valley Community Health Center	Marta	Melendez-Romero	mmelendez@evhc.org	909-620-8088 ext. 3208	Retention Outreach Specialist		1555 S. Garey Avenue		Pomona	CA	91766	Debbie Lara Rivera
City of Long Beach Department of Health and Human Services	Martha	Islas	martha.islas@longbeach.gov	562-570-4111	Medical Care Manager		2525 Grand Avenue	115	Long Beach	CA	90815	Marina Ohlson-Smorick
Los Angeles LGBT Center	Marvin	Lewis	malewis@lalgbtcenter.org	323-993-7591	Patient Care Manager		1625 N. Schrader Boulevard		Los Angeles	CA	90028	Nicolaus Garcia, LCSW
LA County-HHH - Main Street Clinic	Marvin*	Nevens	mnevens@dhs.lacounty.gov	323-897-6364	SUPERVISOR							
Tarzana Treatment Center	Mayra	Medina	mamedina@tarzanatc.org	818-342-5897	Patient Care Manager		7101 Baird Avenue		Reseda	CA	91335	
LA County-High Desert - Hope Clinic	Megan	O'Leary	MO'leary2@dhs.lacounty.gov	661-471-4293	Patient Care Manager		335 E. Avenue I		West Lancaster	CA	93535	Paul Parras
APLA Health & Wellness Center	Melinda	Serrano	mserrano@apla.org	323-329-9925	SUPERVISOR							
St. Mary's Medical Center	Michael	Gentiluomo	Michael.Gentiluomo@dignityhealth.org		Retention Outreach Specialist							
Children's Hospital Los Angeles	Michael	Hawkins	mihawkins@chla.usc.edu	323-361-2390	Patient Care Manager		5000 Sunset Blvd	4th floor	Los Angeles	CA	90027	Miguel Martinez
JWCH Institute, Inc.	Michael*	Johnson	mjohnson@jwch.org	626-744-6140	SUPERVISOR							
University of California, Los Angeles	Michele	Carter	mfcarter@mednet.ucla.edu	310-206-6369	Medical Care Manager		200 UCLA Medical Plaza Drive	265	Los Angeles	CA	90095	
University of California, Los Angeles	Michelle	Simek	msimek@mednet.ucla.edu	310-843-2010	Retention Outreach Specialist		1399 South Roxbury Drive	100	Los Angeles	CA	90035	
APLA Health & Wellness Center	Micol	Arias	marias@APLA.org		Patient Care Manager							
Children's Hospital Los Angeles	Miguel	Martinez	mimartinez@chla.usc.edu	323-361-3908	SUPERVISOR							

Agency	First Name	Last Name	Supervisor/ Coordinator 2	Supervisor/ Coordinator Phone Number 1	Supervisor / Coordinator Phone Number 2	Supervisor/ Coordinator Email Address 1	Supervisor/ Coordinator Email Address 2
AltaMed	Jessica	Oregel		323-869-4319		scampbell@alta med.org	
Los Angeles LGBT Center	Jessica	Warner		323-993-7610		lsantiman@lalgbtcenter.org	
El Proyecto del Barrio, Inc.	Jocelyn	Guillen					
JWCH Institute, Inc.	Joe	Castro		626-744-6140		mjohnson@jwch.org	
LA County-Olive View	Joel	Correa		747-210-4605		calwin@dhs.lacounty.gov	
AIDS Healthcare Foundation	Joel	Hernandez Romero	Amy Croft	323-860-5316		Jennifer.Gjuras haj@aidshhealth.org	amy.croft@aidshhealth.org
AltaMed	Johanna	Gonzalez					
Los Angeles LGBT Center	Jose	Alvarado		323-993-7447		keberly@lalgbtcenter.org	
APLA Health & Wellness Center	Jose	Barajas					
LA County+USC Healthcare Network	Jose	Hernandez					
Northeast Valley	Jose	Paredes					
Los Angeles LGBT Center	Joseph	Smith		323-993-7486		ngarcia@lalgbtcenter.org	
Northeast Valley	Juan	Preciado	Nick Rocca	818-988-6335 ext. 50702	818-998-6335 ext. 50701	JoseParedes@nevhc.org	NickRocca@nevhc.org
University of California, Los Angeles	Judith	Currier					
Men's Health Foundation	Julia	Schwab		424-245-3006		virginia.cabrera@mhfoundation.org	
Venice Family Clinic	Julie	R					
DHSP	Julie	Tolentino					
Los Angeles LGBT Center	Justin	Hernandez		323-993-7447		keberly@lalgbtcenter.org	
LA County Long Beach Comprehensive Health Center	Kenya	Walton					
AIDS Healthcare Foundation	Keyari	Badon	Amy Croft	323-860-5316		Jennifer.Gjuras haj@aidshhealth.org	amy.croft@aidshhealth.org
Los Angeles LGBT Center	Kyle	Eberly					
APLA Health & Wellness Center	Lauren	White		323-329-9925		Mserrano@apla.org	
AIDS Healthcare Foundation	Lee	Fuselier					
St. Mary's Medical Center	Lihini	Dasanayake					
Los Angeles LGBT Center	Linda	Santiman					
DHSP	Lisa	Klein					
DHSP	Lisa	Salvatti					
DHSP	Lisa	Velasco					
Los Angeles LGBT Center	Louis	Guiron					
St. Mary's Medical Center	Luciano	Dumonde					
Los Angeles LGBT Center	Lucy	Oneida Feliciano Esquivel					
DHSP	Maggie						
DHSP	Marcy	Fenton					
LA County-Harbor UCLA	Maria	Jimenez		310-222-2365		cmurray@dhs.lacounty.gov	
DHSP	Maria	Orozco					
University of California, Los Angeles	Mariela	Magana					
AIDS Healthcare Foundation	Marielle	Tavares					
Watts Healthcare Corp.	Marina	Castellanos	Yvette Wells	323-564-4331		rosalynd.williams@wattshealth.org	yvette.wells@attshealth.org
City of Long Beach Department of Health and Human Services	Marina	Ohlson-Smorick					
DHSP	Marisa	Cohen					
University of California, Los Angeles	Marisol	Sanchez		310-825-9283		JSCurrier@mednet.ucla.edu	
University of California, Los Angeles	Maritza	Ramirez					
East Valley Community Health Center	Marta	Melendez-Romero		909-620-8088 ext. 3202		dlara@evchc.org	
City of Long Beach Department of Health and Human Services	Martha	Islas		562-570-4329		Marina.Ohlson-Smorick@longbeach.gov	
Los Angeles LGBT Center	Marvin	Lewis		323-993-7486		ngarcia@lalgbtcenter.org	
LA County-HHH – Main Street Clinic	Marvin*	Nevens					
Tarzana Treatment Center	Mayra	Medina					
LA County-High Desert – Hope Clinic	Megan	O'Leary	Timothy Moore	661-471-4393	661-471-4212	pparas@dhs.lacounty.gov	tmoore@dhs.lacounty.gov
APLA Health & Wellness Center	Melinda	Serrano					
St. Mary's Medical Center	Michael	Gentiluomo					
Children's Hospital Los Angeles	Michael	Hawkins		323-361-3908		mimartinez@chla.usc.edu	
JWCH Institute, Inc.	Michael*	Johnson					
University of California, Los Angeles	Michele	Carter					
University of California, Los Angeles	Michelle	Simek					
APLA Health & Wellness Center	Micol	Arias					
Children's Hospital Los Angeles	Miguel	Martinez					

Agency	First Name	Last Name	Email Address	Phone Number	MCC Staff Title	MCC Site Address ID	Street Address	Suite	City	State	Postal Code	Supervisor/Coordinator 1
St. Mary's Medical Center	Mitchum	VanBlaricom	Mitchum.VanBlaricom@dignityhealth.org		Patient Care Manager							
LA County+USC Healthcare Network	Mohammad	Mirza	mmirza@dhs.lacounty.gov	310-400-2703	Medical Care Manager	Maternal Child and Adolescent Clinic Downtown	2010 Zonal Avenue		Los Angeles	CA	90033	
AIDS Healthcare Foundation	Monet	Wilson	monet.wilson@aidshhealth.org	323-243-4405	Case Worker		1400 South Grand Avenue	801	Los Angeles	CA	90015	Jennifer Giurashaj
AltaMed	Monica	Rios	morios@altamed.org		QI for Dental Department Case Worker							
Los Angeles LGBT Center	Munira	Omar	momar@lalgbtcenter.org	323-993-2930			1625 N. Schrader Boulevard		Los Angeles	CA	90028	Lucy Oneida Feliciano
APLA Health & Wellness Center JWCH Institute, Inc.	Myeisha	Banks	mbanks@APLA.ORG	323-329-9943	Medical Care Manager Patient Care Manager		3743 South La Brea Avenue		Los Angeles	CA	90016	Melinda Serrano
APLA Health & Wellness Center	Natalie	Aguilar	naguilar@APLA.ORG	(323)329-9949	Retention Outreach Specialist							
EHP	Natalie	Martin	natalie@elevationhealthpartners.com									
University of California, Los Angeles EHP	Natalie	Sanchez	NNSanchez@mednet.ucla.edu	818-523-1568	SUPERVISOR							
	Natasha	Doshi	natasha@elevationhealthpartners.com									
AltaMed	Nestor	Rogel	nrogel@altamed.org		Case Worker							
Los Angeles LGBT Center	Nicholas	Wood	nwood@lalgbtcenter.org	323-993-7592	Case Worker		1625 N. Schrader Boulevard		Los Angeles	CA	90028	Lucy Oneida Feliciano
Northeast Valley	Nick	Rocca	NickRocca@nevhc.org	818-998-6335 ext 50701	SUPERVISOR							
Los Angeles LGBT Center	Nicolaus	Garcia	ngarcia@lalgbtcenter.org	323-993-7486	SUPERVISOR							
AIDS Healthcare Foundation	Nicole	Sanchez	Nicole.sanchez@aidshhealth.org		Patient Care Manager							
LA County-Harbor UCLA JWCH Institute, Inc.	Norma	Perez	noperez@dhs.lacounty.gov	310-222-4024	Case Worker		1000 W. Carson Street	N-24	Torrance	CA	90502	Claudia Murray
	Norma*	Guerra	nguerra@jwch.org	213-484-1186	Retention Outreach Specialist Medical Care Manager	Center for Community Health	522 South San Pedro Street		Los Angeles	CA	90013	
Tarzana Treatment Center	Olivia	Lawlor	olawlor@tarzanatc.org	661-729-9000 ext. 4336	Medical Care Manager		320 East Palmdale Boulevard		Palmdale	CA	93550	Raquel Cataldo
DHSP	Pamela	Ogata	pogata@ph.lacounty.gov									
LA County-Olive View	Patricia	Gonzalez De la Hoya	pdelahoya@dhs.lacounty.gov	818-364-3129	Medical Care Manager		14445 Olive View Drive		Sylmar	CA	91342	Celia Pena
LA County Long Beach Comprehensive Health Center JWCH Institute, Inc.	Patricia	Serna	pserna@dhs.lacounty.gov	562-753-2455	SUPERVISOR							
	Paul	Browning	pbrowning@jwch.org	213-486-4069	Medical Care Manager	Center for Community Health	522 South San Pedro Street		Los Angeles	CA	90013	Michael Johnson
LA County-High Desert – Hope Clinic	Paul	Parras	pparras@dhs.lacounty.gov	661-471-4393	SUPERVISOR							
DHSP	Paulina	Zamudio	pzamudio@ph.lacounty.gov									
Northeast Valley	Pedro	Rodriguez	pedrorodriguez@nevhc.org		Case Worker							
T.H.E. Clinic, Inc.	Quoc	Vo	qanhvo@tohelp everyone.org		Medical Care Manager							
EHP	Rachel	Proud	rachel@elevationhealthpartners.com									
St. Mary's Medical Center	Rafael	Castaneda	rafael.castaneda@dignityhealth.org	562-624-4999	Case Worker		1043 Elm Avenue	300	Long Beach	CA	90813	Christopher Hucks-Ortiz
St. Mary's Medical Center	Randy	Hope	randy.hope@dignityhealth.org	562-624-4986	Case Worker		1043 Elm Avenue	300	Long Beach	CA	90813	Christopher Hucks-Ortiz
Tarzana Treatment Center	Raquel	Cataldo	rcataldo@tarzanatc.org	818-996-1051	SUPERVISOR							
DHSP	Raquel	Valimento	rvalimento@ph.lacounty.gov									
AltaMed	Raymond	Fernandez	rfernandez@altamed.org	323-869-5318	Patient Care Manager		5427 East Whittier Boulevard		Los Angeles	CA	90022	Sarah Campbell
DHSP	Rebecca	Cohen	RCohen@ph.lacounty.gov									
St. Mary's Medical Center	Rebekah	Huffman	Rebekah.Huffman@dignityhealth.org	562-624-4942	Patient Care Manager		1043 Elm Avenue	300	Long Beach	CA	90813	Christopher Hucks-Ortiz
AIDS Healthcare Foundation	Rene	Estrada	Rene.Estrada@aidshhealth.org		Patient Care Manager	Hollywood						Jennifer Giurashaj
JWCH Institute, Inc.	Rene	Vega	rvega@jwch.org	626-744-6140 Ext 5218	Patient Care Manager		1845 N. Fair Oaks Avenue G-122		Pasadena	CA	91103	
LA County-HHH – Main Street Clinic LA County-Olive View	Revery	Barnes	rbarnes@dhs.lacounty.gov		SUPERVISOR							
	Rhonda	Polzin	rpolzin@dhs.lacounty.gov		Nurse Manager							
Men's Health Foundation	Rob	Lester	rob.lester@menhealth.foundation		Director of Care Services							
LA County+USC Healthcare Network	Roberto	Solorio	rsolorio@dhs.lacounty.gov	323-409-8313	Patient Care Manager	Rand Schrader Clinic	1300 N. Mission Road		Los Angeles	CA	90033	Gregory Keeler
El Proyecto del Barrio, Inc.	Roman	Zapata	rzapata@elproyecto.us	818-830-7181	Retention Outreach Specialist		9140 Van Nuys Boulevard	207	Panorama City	CA	91402	Silvia Sandhu
AltaMed	Rosa	Gonzalez	rosagonzalez@altamed.org	323-869-5448	Retention Outreach Specialist		5427 East Whittier Boulevard		Los Angeles	CA	90022	Sarah Campbell
University of California, Los Angeles Watts Healthcare Corp.	Rosa	Ramos	rramos@mednet.ucla.edu	310-843-2013	Case Worker		1399 South Roxbury Drive	100	Los Angeles	CA	90035	Dr. Judith Currier
	Rosalynd	Williams	rosalynd.williams@wattshealth.org	323-564-4331	Patient Care Manager		10300 S. Compton Avenue		Los Angeles	CA	90002	Rosalynd Williams
DHSP	Sally	Arafiles	syarfiles@ph.lacounty.gov									
LA County-HHH – Main Street Clinic JWCH Institute, Inc.	Sandra	Garcia	szgarcia@dhs.lacounty.gov	323-897-6076	Patient Care Manager		5850 S. Main Street		Los Angeles	CA	90003	Marvin Nevins
	Sandra	Valdivia	svvaldivia@jwch.org		SUPERVISOR							
AltaMed	Sarah	Campbell	scampbell@altamed.org	323-869-4319	SUPERVISOR		5427 East Whittier Boulevard		Los Angeles	CA	90022	Sarah Campbell
Los Angeles LGBT Center	Sarah	Stewart	sstewart@lalgbtcenter.org	323-993-7439	Case Worker		1625 N. Schrader Boulevard		Los Angeles	CA	90028	Lucy Oneida Feliciano
St. John's Well Child and Family Center	Sergio	Sandoval	ssandoval@wellchild.org	323-541-1600 ext: 1023	Case Worker		808 West 58th Street		Los Angeles	CA	90037	Victor Martinez
LA County-MLK – OASIS Clinic	Shaquanta	Pearson	spearson2@dhs.lacounty.gov	424-338-2933	Medical Care Manager		1807 E. 120th Street		Los Angeles	CA	90059	Collins Nwadiogbu
LA County+USC Healthcare Network	Shazia	Meraj	smeraj@dhs.lacounty.gov	323-409-6128	Medical Care Manager	Rand Schrader Clinic	1300 N. Mission Road		Los Angeles	CA	90033	

Agency	First Name	Last Name	Supervisor/ Coordinator 2	Supervisor/ Coordinator Phone Number 1	Supervisor / Coordinato r Phone Number 2	Supervisor/ Coordinator Email Address 1	Supervisor/ Coordinator Email Address 2
St. Mary's Medical Center	Mitchum	VanBlaricom					
LA County+USC Healthcare Network	Mohammad	Mirza					
AIDS Healthcare Foundation	Monet	Wilson	Amy Croft	323-860-5316		Jennifer.Gjuras haj@aidshhealth.org	amy.croft@aidshhealth.org
AltaMed	Monica	Rios					
Los Angeles LGBT Center	Munira	Omar		323-993-7542		rescobar@lalgbtcenter.org	
APLA Health & Wellness Center	Myeisha	Banks		323-329-9926		Mserrano@apla.org	
JWCH Institute, Inc.	Nancy	Lopez					
APLA Health & Wellness Center	Natalie	Aguilar					
EHP	Natalie	Martin					
University of California, Los Angeles EHP	Natalie	Sanchez					
	Natasha	Doshi					
AltaMed	Nestor	Rogel					
Los Angeles LGBT Center	Nicholas	Wood		323-993-7542		rescobar@lalgbtcenter.org	
Northeast Valley	Nick	Rocca					
Los Angeles LGBT Center	Nicolaus	Garcia					
AIDS Healthcare Foundation	Nicole	Sanchez					
LA County-Harbor UCLA	Norma	Perez		310-222-2365		cmurray@dhs.lacounty.gov	
JWCH Institute, Inc.	Norma*	Guerra					
Tarzana Treatment Center	Olivia	Lawlor		818-996-1051	818-342-5897 ext. 4326	Rcataldo@tarzanatc.org	
DHSP	Pamela	Ogata					
LA County-Olive View	Patricia	Gonzalez De la Hoya Serna		747-210-301		Cpena@dhs.lacounty.gov	
LA County Long Beach Comprehensive Health Center	Patricia						
JWCH Institute, Inc.	Paul	Browning		626-744-6140		mjohnson@jwch.org	
LA County-High Desert - Hope Clinic	Paul	Parras					
DHSP	Paulina	Zamudio					
Northeast Valley	Pedro	Rodriguez					
T.H.E. Clinic, Inc.	Quoc	Vo					
EHP	Rachel	Proud					
St. Mary's Medical Center	Rafael	Castaneda		562-624-4934		Christopher.Hucks-Ortiz@dignityhealth.org	
St. Mary's Medical Center	Randy	Hope		562-624-4934		Christopher.Hucks-Ortiz@dignityhealth.org	
Tarzana Treatment Center	Raquel	Cataldo					
DHSP	Raquel	Valimento					
AltaMed	Raymond	Fernandez		323-869-4319		scampbell@altamed.org	
DHSP	Rebecca	Cohen					
St. Mary's Medical Center	Rebekah	Huffman		562-624-4934		Christopher.Hucks-Ortiz@dignityhealth.org	
AIDS Healthcare Foundation	Rene	Estrada	Amy Croft	323-860-5316		Jennifer.Gjuras haj@aidshhealth.org	amy.croft@aidshhealth.org
JWCH Institute, Inc.	Rene	Vega		323-541-1600 ext 1079		vimartinez@welchild.org	
LA County-HHH - Main Street Clinic	Revery	Barnes					
LA County-Olive View	Rhonda	Polzin					
Men's Health Foundation	Rob	Lester					
LA County+USC Healthcare Network	Roberto	Solorio		323-409-8324		gkeeler@dhs.lacounty.gov	
El Proyecto del Barrio, Inc.	Roman	Zapata		818-830-7181		ssandhu@elproyecto.us	
AltaMed	Rosa	Gonzalez		323-869-4319		scampbell@altamed.org	
University of California, Los Angeles	Rosa	Ramos		310-825-9283		JSCurrier@mednet.ucla.edu	
Watts Healthcare Corp.	Rosalynd	Williams	Yvette Wells	323-564-4331		rosalynd.williams@wattshealth.org	yvette.wells@attshealth.org
DHSP	Sally	Arafiles					
LA County-HHH - Main Street Clinic	Sandra	Garcia		323-897-6364		mnevns@dhs.lacounty.gov	
JWCH Institute, Inc.	Sandra	Valdivia					
AltaMed	Sarah	Campbell		323-869-4319		scampbell@altamed.org	
Los Angeles LGBT Center	Sarah	Stewart		323-993-7542		rescobar@lalgbtcenter.org	
St. John's Well Child and Family Center	Sergio	Sandoval		323-541-1600 ext 1079		vimartinez@welchild.org	
LA County-MLK - OASIS Clinic	Shaquanta	Pearson	Christopher Arevalo	424-338-1005	424-338-2945	cnwadiogbu@dhs.lacounty.gov	carevalo@dhs.lacounty.gov
LA County+USC Healthcare Network	Shazia	Meraj					

Agency	First Name	Last Name	Email Address	Phone Number	MCC Staff Title	MCC Site Address ID	Street Address	Suite	City	State	Postal Code	Supervisor/Coordinator 1
AIDS Healthcare Foundation	Shirell	Wooten	shirell.wooten@aidshhealth.org	323-497-1386	Case Worker	Westside	99 N. La Cienega Blvd	200	Beverly Hills	CA	90211	Jennifer Giurashaj
DHSP	Sonali	Kulkarni	SKulkarni@ph.la county.gov									
St. Mary's Medical Center	Soojin	Kim	soojin.kim@ignityhealth.org	562-624-4962	Medical Care Manager		1043 Elm Avenue	300	Long Beach	CA	90813	Christopher Hucks-Ortiz
T.H.E. Clinic, Inc.	Stephanie	Johnson	sjohnson@tohelpeveryone.org	323-730-1920 ext. 3070	Patient Care Manager		3834 South Western Avenue		Los Angeles	CA	90062	Tracy Horn
APLA Health & Wellness Center	Steve	McGowen	smcgowen@apla.org	323-329-9379	Medical Care Manager		5901 West Olympic Boulevard	500	Los Angeles	CA	90036	Melinda Serrano
AIDS Healthcare Foundation	Steve	Rivera	steve.rivera@aidshhealth.org	323-376-3970	Retention Outreach Specialist		1001 North Martel Avenue		Los Angeles	Ca	90046	
St. John's Well Child and Family Center	Tania	Gonzalez	tagonzalez@wellchild.org									
LA County+USC Healthcare Network	Tiffany	Blanks	Tblanks@dhs.lacounty.gov	323-409-5253	Case Worker	Rand Schrader Clinic	1300 N. Mission Road		Los Angeles	CA	90033	
LA County-High Desert – Hope Clinic	Timothy	Moore	tmoore@dhs.lacounty.gov	661-471-4212	SUPERVISOR							
AIDS Healthcare Foundation	Tobias	Brown	tobias.brown@aidshhealth.org		Medical Care Manager		9201 West Sunset Boulevard	812	Los Angeles	CA	90069	Virginia Cabrera
Watts Healthcare Corp.	Toiya	Clark	toiya.clark@wattshealth.org	323-564-4331	Retention Outreach Specialist		10300 S. Compton Avenue		Los Angeles	CA	90002	Rosalynd Williams
Los Angeles LGBT Center	Tony	Anderson	tanderson@lalgbtcenter.org	323-993-3680	Retention Outreach Specialist		1625 N. Schrader Boulevard		Los Angeles	CA	90028	Linda Santiman
T.H.E. Clinic, Inc.	Tracy	Horn	thorn@tohelpeveryone.org	323-730-1920 ext. 3225	SUPERVISOR							
DHSP	True	Beck	tbeck@ph.lacounty.gov									
Los Angeles LGBT Center	Tymeshia	Randolph	trandolph@lalgbtcenter.org	323-993-7565	Case Worker		1625 N. Schrader Boulevard		Los Angeles	CA	90028	Lucy Oneida Feliciano
LA County+USC Healthcare Network	Vanessa	Escalante Mejia	vecalantamejia@dhs.lacounty.gov	323-409-8324	Patient Care Manager	Rand Schrader Clinic	1300 N. Mission Road		Los Angeles	CA	90033	
Los Angeles LGBT Center	Victor	Isaac	visaac@lalgbtcenter.org	323-993-2984	Case Worker		1625 N. Schrader Boulevard		Los Angeles	CA	90028	Lucy Oneida Feliciano
St. John's Well Child and Family Center	Victor	Martinez	vimartinez@wellchild.org	323-541-1600 ext 1079	SUPERVISOR							
LA County-Harbor UCLA	Victoria	Navarro	vnavarro@dhs.lacounty.gov		Patient Care Manager							
LA County-HHH – Main Street Clinic	Viola	Bangura	vbangura@dhs.lacounty.gov	323-897-6252	Medical Care Manager		5850 S. Main Street		Los Angeles	CA	90003	Marvin Nevins
St. Mary's Medical Center	Wen	Satingin	Wen.Satingin@ignityhealth.org		Medical Care Manager							
DHSP	Wendy	Garland	wgarland@ph.lacounty.gov									
AIDS Healthcare Foundation	Xenia	Benedicto	xenia.benedicto@aidshhealth.org	323-823-6141	Case Worker	Valley	4940 Van Nuys Blvd	200	Sherman Oaks	CA	91403	Jennifer Giurashaj
LA County+USC Healthcare Network	Yanina	Figeroa	yfigeroa@dhs.lacounty.gov	323-409-3195	Case Worker	Maternal Child and Adolescent Clinic	1100 North State Street	Clinic Tower, A6F	Los Angeles	CA	90033	
LA County+USC Healthcare Network	Yolanda	Estrada	yestrada@dhs.lacounty.gov	323-226-3980	Medical Care Manager	Maternal Child and Adolescent Clinic	2010 Zonal Avenue		Los Angeles	CA	90033	
AltaMed	Yolanda	Salinas	YoSalinas@altamed.org		Case Worker							
Watts Healthcare Corp.	Yvette	Wells	yvette.wells@wattshealth.org	323-564-4331	SUPERVISOR							

Agency	First Name	Last Name	Supervisor/ Coordinator 2	Supervisor/ Coordinator Phone Number 1	Supervisor / Coordinator Phone Number 2	Supervisor/ Coordinator Email Address 1	Supervisor/ Coordinator Email Address 2
AIDS Healthcare Foundation	Shirell	Wooten	Amy Croft	323-860-5316		Jennifer.Gjuras haj@aidshhealth.org	amy.croft@aidshhealth.org
DHSP	Sonali	Kulkarni					
St. Mary's Medical Center	Soojin	Kim		562-624-4934		Christopher.Hucks-Ortiz@dignityhealth.org	
T.H.E. Clinic, Inc.	Stephanie	Johnson		323-730-1920 ext. 3225		thorn@tohelpeveryone.org	
APLA Health & Wellness Center	Steve	McGowen					
AIDS Healthcare Foundation	Steve	Rivera					
St. John's Well Child and Family Center	Tania	Gonzalez					
LA County+USC Healthcare Network	Tiffany	Blanks					
LA County-High Desert – Hope Clinic	Timothy	Moore					
AIDS Healthcare Foundation	Tobias	Brown		424- 245-3006		virginia.cabrera@mhfoundation.org	
Watts Healthcare Corp.	Toiya	Clark	Yvette Wells	323-564-4331		rosalynd.williams@wattshealth.org	yvette.wells@attshealth.org
Los Angeles LGBT Center	Tony	Anderson		323-993-7610		lsantiman@lalgbtcenter.org	
T.H.E. Clinic, Inc.	Tracy	Horn					
DHSP	True	Beck					
Los Angeles LGBT Center	Tymeshia	Randolph		323-993-7542		rescobar@lalgbtcenter.org	
LA County+USC Healthcare Network	Vanessa	Escalante Mejia					
Los Angeles LGBT Center	Victor	Isaac		323-993-7542		rescobar@lalgbtcenter.org	
St. John's Well Child and Family Center	Victor	Martinez					
LA County-Harbor UCLA	Victoria	Navarro					
LA County-HHH – Main Street Clinic	Viola	Bangura		323-897-6364		mnevens@dhs.lacounty.gov	
St. Mary's Medical Center	Wen	Satingin					
DHSP	Wendy	Garland					
AIDS Healthcare Foundation	Xenia	Benedicto	Amy Croft	323-860-5316		Jennifer.Gjuras haj@aidshhealth.org	amy.croft@aidshhealth.org
LA County+USC Healthcare Network	Yanina	Figeroa					
LA County+USC Healthcare Network	Yolanda	Estrada					
AltaMed	Yolanda	Salinas					
Watts Healthcare Corp.	Yvette	Wells					

10/21/2020 MCC Webinar Follow-Up Guidance

1. For the MCC Program patients are defined as “out of care” after 7 months.
2. Assessments are meant to be completed by MCMs and PCMs. The ROS workflow presented on behalf of the AltaMed team, has been clarified: the Case Worker assisted in referring a client to the ROS for outreach and the reassessment was completed by the MCM/PCM, not the Case Worker. Please see the updated workflow on GlassCubes.
3. An ICP should be developed after an assessment has been completed and an acuity score is generated. The acuity score determines the recommended level and frequency of MCC services and may be modified based on the professional judgement of the MCM/PCM. Several factors may be influencing teams to complete the ICP in a continuous call with the patient and where it is not possible for the MCM/PCM to be entering real time in CaseWatch. Teams also shared that completing the ICP during this call considers the best needs of the client.
 - If the ICP is developed with the client prior to entering the assessment into CaseWatch and generating the acuity score:
 - Clients should understand that they will be getting an update about the re-assessment timeline once the acuity score is generated.
 - The MCC team should compare the ICP with the acuity calculations to ensure there is consistency between the two.
 - An ICP for clients who classify as “Self-Managed” is not required, but certainly recommended given that the client likely has some needs and goals that they could use assistance with.
 - If needed, MCC teams do have two weeks to complete the ICP from the date the assessment is completed.
4. Case Conferencing has now been added to CaseWatch for the ROS providers and an email has gone out to all of the MCC agencies with more details.
5. The DHSP Linkage and Reengagement Program, or LRP, is designed to help re-engage into medical care clients who have not been seen by a provider in over a year. The program very much relies on the MCC teams to be on the receiving end when LRP staff have identified a client who is ready to return to a clinic but who may need extra support to ensure they stay engaged in care. And MCC teams are able to refer to LRP clients that they have not been able to successfully locate or re-engage. When an MCC team member wishes to refer to LRP, they should complete and fax the referral form to the LRP secure fax number. This form collects important information about the number and format of outreach and re-engagement efforts necessary for LRP. The referral form can be found at <http://publichealth.lacounty.gov/Dhsp/docs/LRP-ReferralForm.pdf>.
6. For CaseWatch IT issues, please contact support@acmsinc.com and CC your DHSP Program Manager so they are aware of challenges you may be experiencing.
7. DHSP may be able to fund equipment needs such as cell phones or software such as DocuSign. For consideration, a budget modification request must be submitted to DHSP by the authorized representative of your agency. DHSP recommends you work with your Supervisors and other necessary staff at your agency when such needs are identified.

Please visit the DHSP MCC webpage to view and download the MCC and CaseWatch guidelines and sample forms (<http://publichealth.lacounty.gov/dhsp/MCC.htm>). For all other questions or concerns, or any technical assistance needs, please continue to contact your DHSP Program Manager for support:

- Brittany Schmidt BSchmidt@ph.lacounty.gov
- Lisa Velasco LiVelasco@ph.lacounty.gov
- Liza Salvatti lsalvatti@ph.lacounty.gov
- Abel Alvarez abalvarez@ph.lacounty.gov

Reentry Community Resource Guide

COVID-19 Symptoms?

If you have cough, fever, or trouble breathing, call the Department of Health Services COVID-19 Nurse Advice Line at (844) 804-0055 between 7am-7pm. Dial 911 for a medical emergency. You can also find COVID-19 test locations here: <https://covid19.lacounty.gov/testing/>. You can learn more about COVID-19 on page 5 of this packet.

IMPORTANT MESSAGE FROM THE PUBLIC DEFENDER:

When you are released from the jail you can call the Public Defender's Office at **833-700-2812** to find your attorney and get help with questions you may have about your case or help you need in the community. Call between 7:30am-5:30pm. **You must be in court on your next court date.**

DPSS/Benefits:

DPSS offices are temporarily closed; however, services are available through the website and call center:

Your Benefits Now website: <https://www.yourbenefits.laclrs.org/ybn>

DPSS Customer Service Center: (866) 613-3777

New applicants can apply through the website or call center above for the following benefits: **CalFresh** - food benefits; **General Relief** - cash assistance for single adults; **CalWORKS** - cash assistance for families; **CAPI** - cash assistance program for immigrants; and **Medi-Cal** - health benefits. The Customer Service Center is also available for general inquiries.

Paper applications for CalFresh, Medi-Cal, CalWORKs and General Relief can also be picked up and submitted near the entrance of each DPSS district office from 8 a.m. to 5 p.m.

Existing DPSS customers can submit period reports (QR-7 or SAR-7), annual re-certifications or renewals, or verifications through the website or Customer Service Center.

In-Home Supportive Services (IHSS): Apply to receive in-home personal care by calling the IHSS Application line at (888) 944-4477 or the IHSS Helpline at (888) 822-9622. The IHSS Helpline is available to assist recipients and IHSS providers.

Financial Support:

Service Offered	Agency	Phone	Website
Unemployment benefits	Employment Development Department	English 1-800-300-5616 Spanish 1-800-326-8937 Cantonese 1-800-547-3506 Mandarin 1-866-303-0706 Vietnamese 1-800-547-2058	https://edd.ca.gov/Unemployment/Filing_a_Claim.htm
Cash Assistance for Formerly Incarcerated People	Root and Rebound	510-279-4662	Apply for up to \$100 at: https://www.surveymonkey.com/r/ZYKYVML

Obtain a Phone - Lifeline Assistance Program:

Provider	Phone	Website
California Lifeline Program		https://www.californialifeline.com/en
Assurance Wireless	888-321-5880	https://www.assurancewireless.com/
TrueConnect	800-430-0443	https://www.truconnect.com/
Tag Mobile	866-959-4918	https://www.tagmobile.com/
Tracfone	800-723-3546	https://www.safelinkca.com

FOOD: Food Pantry options can be found here: <https://foodoasis.la/food-pantry/> and Grab/Go Centers in LA City: <https://lacontroller.org/data-stories-and-maps/food-access-in-la/>. Some locations are listed below.

Neighborhood	Provider	Phone	Address	Hours of Operation and Instructions
Antelope Valley (SPA1)	Grace Resource Center	661-940-5272	45134 N. Sierra Hwy Lancaster, CA. 93534	Times vary by location. Call the number provided, before visiting the different locations
Antelope Valley (SPA1)	South Antelope Valley Emergency Services	661-267-5191	1002 East Avenue Q-12 Palmdale, CA. 93550	Before you visit, please call this location's phone number and ask them for their address and hours
San Fernando Valley (SPA2)	SOVA- Community Food and Resource Program	818-988-7682	16439 Vanowen St. Van Nuys, CA 91406	Sundays 9am – 12pm, Monday to Thursday 10am – 1:30 pm
San Fernando Valley (SPA2)	Burbank Temporary Aid Program	818-848-2822	1304 West Burbank Boulevard Burbank, CA. 91506	Pantry Hours: Monday-Thursday 10:00am-1:30pm, Sunday 9:00am-12:00pm. Call for more information
San Gabriel Valley (SPA3)	Foothill Unity Center	Monrovia: 626 358-3486 Pasadena: 626-584-7420	790 W. Chestnut Ave. Monrovia, CA 91016 191 N. Oak Ave Pasadena, CA 91107	Contact the center at https://foothillunitycenter.org/contact or call 626-358-3486 to find out how to participate.
San Gabriel Valley (SPA3)	Salvation Army Food Bank – Pomona	909- 623-1579 x201	490 East La Verne Avenue Pomona, CA 91767	Monday – Friday, 8am to 12pm, 1pm to 4pm. Please call ahead to confirm hours
Metro/Central LA (SPA 4)	St. Athanasius & St. Paul Church	213-482-2040	840 Echo Park Avenue Los Angeles, CA 90026	Fridays only, 8am to 10:30am Please call ahead to confirm hours
Metro/Central LA (SPA 4)	St. Francis Center	213-747-5347	1835 S Hope St. Los Angeles, CA 90015	For more information visit: https://www.stfranciscenterla.org/campaigns/family-well-being/ .
West LA (SPA 5)	St. Augustine's SAVES- Saint Augustine's Volunteer Emergency Services	310-838-2477	3850 Jasmine Avenue Culver City, CA. 90232	For more information, please call.
West LA (SPA 5)	St. Joseph's Center	310-396-6468	204 Hampton Drive Venice, CA 90291	Hours vary; call for updated information
South LA (SPA 6)	Salvation Army Compton Corps	310-639-0362	736 E. Compton Blvd. Compton CA, 90221	For more information, please call.
South LA (SPA 6)	Shields for Families- Social Service Agency– Food Bank	323-242-5000; TTD/TTY (Eng) 800.735.2922 TTD/TTY (Sp) 800.855.3000	11705 Deputy Yamamoto Place Lynwood, CA. 90262	For more information, please call.
East LA (SPA 7)	St. Mary's Place	562-698-0107	7215 Newlin Ave. Whittier, CA. 90602	Please call before visiting to ask for address and hours; it may have changed due to COVID-19.
East LA (SPA 7)	Hawaiian Gardens Food Bank	562- 860-9097	22121 Norwalk Blvd. Hawaiian Gardens, CA 90716	For more information, please call.
South Bay (SPA 8)	Long Beach Salvation Army	562-426-7637	3060 Long Beach Blvd., Long Beach, CA 90807	For more information, please call. Services are limited.
South Bay (SPA 8)	WSFB – Salvation Army	310-677-3375	324 E. Queen Street Inglewood, CA 90301	Mon., Weds, and Fri., 1-4pm

Shelter and Housing:

Please see information in this packet on LAHSA Winter Shelters (extended for additional months) and many other resources (see LA DHS Guide to Shelter and Housing).

SHARE Collaborative Housing can assist with finding shared housing: www.shareselfhelp.org, or call 1-877-SHARE-49.

Domestic Violence:

Neighborhood	Provider	Phone	Address	Services Offered
LA County-wide	LA County Domestic Violence Safety Plan Hotline	1-800-978-3600		Hotline Assessment and Housing
Pacoima (SPA 2)	Neighborhood Legal Services	(800) 433-6251 Hotline Mon, Tues, Thur, Fri 9am-1pm	13327 Van Nuys Blvd, Pacoima, CA 91331	Legal services
Canoga Park (SPA 2)	Haven Hills, Inc.	818-887-6589	7112 Owensmouth Ave, Canoga Park, CA 91303	Emergency and Transitional Shelters
Metro/ Central LA (SPA 4)	1736 Family Crisis Center	213-745-6434 310-379-3620 310-370-5902	2116 Arlington Ave, Los Angeles, CA 90018	Support resources
Metro/Central LA (SPA 4)	Los Angeles Center for Law and Justice	Email services@laclj.org for support on a Restraining Order or urgent family law or immigration legal matter.	5301 Whittier Blvd, 4th floor, Los Angeles, CA 90022	Legal Services
Koreatown (SPA 4)	Center for Pacific Asian Family, Inc.	800-339-3940 Specialty in Asian or Pacific Islander (API) clients. Chinese, Korean, Tagalog, Thai and Vietnamese languages available	3424 Wilshire Blvd., Suite 1000, Los Angeles, CA 90010	Emergency and Transitional Shelters
Santa Monica (SPA 5)	The People Concern	310-450-4050	503 Olympic Blvd., Santa Monica, CA 90404	Emergency and Transitional Shelter
Long Beach (SPA 8)	LGBTQ Center Long Beach Legal Services	Intake line: 562-433-8595	2017 E 4th St, Long Beach, CA 90814	Legal services
San Pedro (SPA 8)	Rainbow Services LTD	310-547-9343	453 W 7th St, San Pedro, CA 90731	Emergency and Transitional Shelters

Mental Health and Substance Use:

See Guide to Outpatient Mental Health Services, Substance Abuse Services Hotline (SASH) brochure, list of Medication Assisted Treatment Services, and information on opioid safety and how to use Naloxone in this packet. Key resources:

Department of Mental Health ACCESS Center - (800) 854-7771

For information regarding mental health services, referrals to local mental health services, and crisis hotline.

Substance Abuse Services Hotline (SASH) - (844) 804-7500

Provides linkage to residential and outpatient substance use treatment in Los Angeles County.

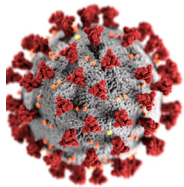
Hygiene Services: Hygiene Services Locations can be found here: <https://www.lahsa.org/documents?id=4340-hygiene-services-locations.pdf> and COVID-19 Hygiene Response Hand Washing Stations can be found here: <https://www.lahsa.org/documents?id=4340-hygiene-services-locations.pdf>.

Reentry Intensive Case Management Services

Reentry Intensive Case Management Services aim to improve the health and well-being of justice-involved individuals by providing case management and linkages to housing support, physical and mental health, social services, substance use disorder treatment, and employment programs. To get connected to a Community Health Worker (CHW), please contact one of the organizations below:

AREA	PROVIDER	ADDRESS	PHONE
Antelope Valley	Tarzana Treatment Center	4447 10th St., Lancaster, CA 93534	(818) 996-1051 x3158
	Paving the Way Foundation	44814 Fern Ave, Ste 105, Lancaster, CA 93534	(661) 522-4134
	Catalyst Foundation	547 West Lancaster Blvd, Lancaster, CA 93534	(661) 948-8559
San Fernando Valley	Champions in Service	12605 Osborne St., Pacoima, CA 91601	(818) 891- 9399 x131
	Center for Living & Learning	14549 Archwood St., #221, Van Nuys, CA 91405	(818) 442-0238
	Tarzana Treatment Center	18646 Oxnard St., Tarzana, CA 91356	(818) 996-1051 x3158
San Gabriel Valley	Flintridge Center	236 W. Mountain St. Ste 106, Pasadena, CA 91103	(626) 449-0839 x107
	Asian Youth Center	100 Clary Ave, San Gabriel, CA 91776	(626) 782-3746
	Volunteers of America Los Angeles	1760 West Cameron Ave, West Covina, CA 91799	(213) 369-7379
	East Valley Community Health Center	1555 S. Garey Ave., Pomona, CA 91766	(909) 620-8088 x3230
	Heluna Health	13300 Crossroads Pky N. Ste 450, Industry, CA 91746	(626) 550-5200
	ChapCare	455 West Montana Street, Pasadena, CA 911033	(626) 993-1233
Metro LA	Homeboy Industries	130 West Bruno St., Los Angeles, CA 90012	(323) 526-1254 x322
	CEO	1320 East 7th Street Suite 260, Los Angeles, CA 90021	(323) 357-6305
	PATH	340 North Madison Ave, Los Angeles, CA 90004	(323) 401-0593
	Exodus Recovery	640 Maple Ave, Los Angeles, CA 90014	(424) 345-4429
	Homeless Health Care Los Angeles	512 E. 4th St., Los Angeles CA 90013	(213) 617-8408
West LA	St. Joseph's Center	10131 National Blvd Ste B, Los Angeles, CA 90034	(323) 943-3300
South LA	Amity Foundation	3745 S. Grand Ave., Los Angeles, CA 90007	(213) 741 2276
	HOPICS	3010 E. Victoria Ave., Compton, CA 90021	(424) 403-5800 x419
	SCHARP	5201 S. Vermont Ave, Los Angeles, CA 90037	(323) 714.9387
	St. John's Well Child and Family Center	808 West 58th St., Los Angeles, CA 90037	(323) 541.1600 x1026
	WLCAC	1212 E. 108th St., Los Angeles, CA 90059	(562) 417-5507
	Christ Centered Ministries	439 West 107th Street, Los Angeles, CA	(323) 545-8137
	SHIELDS for Families	11705 Deputy Yamamoto Pl., Lynwood, CA 90262	(323) 242-5000 x3302
	Turning Point	3756 Santa Rosalia Dr. Ste 617, Los Angeles, CA 90008	(323) 873-4293
East LA	Volunteers of America Los Angeles	700 N. Bullis Rd, Bldg C, Compton, CA 90221	(213) 364-2092
	SCHARP	2594 Industry Way, Lynwood, CA 90262	(323) 714.9387
	Via Care Community Health Center	501 S Atlantic Blvd, Los Angeles, CA 90022	(323) 313-8214
South Bay	Tarzana Treatment Center	5190 Atlantic Ave, Long Beach, CA 90806	(818) 996-1051 x3158
	Exodus Recovery	CHWs are mobile	(424) 345-4429
	Ascent	1230 Pine Ave Long Beach, CA 90813	(424) 345-2077

What you should know about COVID-19 to protect yourself and others



Know about COVID-19

- Coronavirus (COVID-19) is an illness caused by a virus that can spread from person to person.
- The virus that causes COVID-19 is a new coronavirus that has spread throughout the world.
- COVID-19 symptoms can range from mild (or no symptoms) to severe illness.



Know how COVID-19 is spread

- You can become infected by coming into close contact (about 6 feet or two arm lengths) with a person who has COVID-19. COVID-19 is primarily spread from person to person.
- You can become infected from respiratory droplets when an infected person coughs, sneezes, or talks.
- You may also be able to get it by touching a surface or object that has the virus on it, and then by touching your mouth, nose, or eyes.



Protect yourself and others from COVID-19

- There is currently no vaccine to protect against COVID-19. The best way to protect yourself is to avoid being exposed to the virus that causes COVID-19.
- Stay home as much as possible and avoid close contact with others.
- Wear a cloth face covering that covers your nose and mouth in public settings.
- Clean and disinfect frequently touched surfaces.
- Wash your hands often with soap and water for at least 20 seconds, or use an alcohol-based hand sanitizer that contains at least 60% alcohol.



Practice social distancing

- Buy groceries and medicine, go to the doctor, and complete banking activities online when possible.
- If you must go in person, stay at least 6 feet away from others and disinfect items you must touch.
- Get deliveries and takeout, and limit in-person contact as much as possible.



Prevent the spread of COVID-19 if you are sick

- Stay home if you are sick, except to get medical care.
- Avoid public transportation, ride-sharing, or taxis.
- Separate yourself from other people and pets in your home.
- There is no specific treatment for COVID-19, but you can seek medical care to help relieve your symptoms.
- If you need medical attention, call ahead.



Know your risk for severe illness

- Everyone is at risk of getting COVID-19.
- Older adults and people of any age who have serious underlying medical conditions may be at higher risk for more severe illness.



Los Angeles County COVID-19 Testing

No-cost testing is available for people with symptoms, regardless of immigration status.

Symptoms may appear 2-14 days after you are exposed and may include:



FEVER



COUGH



SHORTNESS OF BREATH



CHILLS



SHAKING WITH CHILLS



MUSCLE PAIN



HEADACHE



SORE THROAT



NEW LOSS OF TASTE OR SMELL

How Do I Get Tested?



Call your doctor



**Don't have a doctor?
Call 2-1-1 or
text 52-211**



Visit our website

covid19.lacounty.gov/testing

2019-2020 LAHSA Winter Shelter Program

Dates: Saturday, December 1, 2019 through Wednesday, September 30, 2020 (**Extended**)

(Extension Dates Vary By Site)

ALL SITES ARE CURRENTLY OPERATING 24-HOURS

Winter Shelter Hotline: 1(800) 548-6047 (Available 24-hours, 7 days a week)

Please visit our website for more information: www.lahsa.org

In Need of Emergency Shelter?

Please go directly to one of our listed transportation pick up locations to get a ride to one of our Winter Shelters or see the list for winter shelter sites that take walk-ins.

Program Eligibility:

- Individuals who are 18 years of age and older
- Experiencing homelessness
- Must be able to manage Activities of Daily Living (i.e. ability to transfer in and out of a bed, bathe and dress) independently.



Important Note: All sites have a two (2) bag restriction.

Service Planning Area 1: Antelope Valley

Volunteers of America LA-Lancaster (661) 723-4873

45150 60th St. W. Lancaster 93536 (70 beds)

Coed

Location	Address	Times
High Desert MAC	45150 60th St., W. Lancaster 93536	9:00am to 5:00pm

Note: Walk-ins are allowed; Call site directly to confirm availability . Intakes will be conducted Monday through Sunday, from 9:00am to 5:00pm

Update: The site will operate 24-hours until October 31, 2020.

Service Planning Area 1: Antelope Valley

Volunteers of America LA - Palmdale (213) 220-0848

38626 9th St. East, Palmdale 93550 (31 beds)

Coed

Location	Address	Time
AV Youthbuild	38636 9th St., East, Palmdale, 93550	8:00am to 3:00pm

Note: Walk-ins are allowed. Call site directly to confirm availability. Intakes will be conducted Monday through Sunday, from 8:00am to 3:00pm.

Update: The site will operate 24-hours until June 30, 2020. Site may be extended, continue to check LAHSA's website for updates.

Service Planning Area 2: San Fernando Valley

Hope of the Valley-Pacoima: (818) 257-8521

(53 beds) Coed

Location	Address	Time
Hope of the Valley	Pacoima Winter Shelter	9:00am to 5:00pm

Note: No Walk-ins are allowed; Call the shelter directly to verify availability . If beds are available , patrons must provide their own transportation to the site. Intake hours are held Monday-Sunday 9:00 a.m. to 5:00 p.m.

Update: Site will remain open 24-hours until September 30, 2020.

Service Planning Area 3: San Gabriel Valley

Volunteers of America LA: (909) 282-7710

Basset Park Gymnasium

510 Vineland Avenue, La Puente 91746 (54 beds)

Coed

Location	Address	Time
Basset Park	510 Vineland Avenue, La Puente 91746	Call to Verify

Note: Walk-ups are allowed. Call shelter directly to verify availability

Update: Site will remain open 24-hours until September 30, 2020.

Service Planning Area 3: San Gabriel Valley
Volunteers of America LA: (626) 252-9060
Pamela Park Gymnasium
2236 Goodall Avenue, Duarte 91010
(51 beds) Coed

Location	Address	Time
Pamela Park	2236 Goodall Ave., Duarte 91010	Call to Verify
<p>Note: Walk ins are allowed. Call shelter directly to verify availability. Update: Site will remain open 24-hours until September 30, 2020.</p>		

Service Planning Area 3: San Gabriel Valley
Volunteers of America LA: (909) 282-7274
William Steinmetz Park Community Center
1545 S. Stimson Avenue, Hacienda Heights, 91745
(14 beds) Women Only

Location	Address	Time
Steinmetz Park	1545 S. Stimson Ave., Hacienda Heights, 91745	Call to Verify
<p>Note: Walk ins are allowed. Call shelter directly to verify availability . Update: Site will remain open 24-hours until September 30, 2020.</p>		

Service Planning Area 4: Metro Los Angeles
The Salvation Army-The Way In
5941 Hollywood Blvd., Los Angeles 90028 (39 beds)
Transitional Age Youth Males Only
(Serving ages: 18-24 years old)

Location	Address	Time
The Salvation Army- The Way In	5941 Hollywood Blvd. Los Angeles 90028	5:00pm
<p>Note: Walk-ups Only. Beds will be available on a first come, first serve basis. Update: Site will remain open 24-hours until June 30, 2020. Site may be extended, continue to check LAHSA's website for updates</p>		

Service Planning Area 4: Metro Los Angeles
Weingart Center: (213) 689-2152
566 S. San Pedro Street, Los Angeles 90013 (59 beds)
48 Male Beds; 11 Female Beds
Coed

Location	Address	Time
Weingart Center	566 S. San Pedro Street Los Angeles 90013	7:30am
<p>Note: Walk-ups Only. Participants can sign-up for a bed starting at 7:30am at the Weingart Access Center. Beds will be available on a first come, first serve basis. Update: Site will remain open 24-hours until September 30, 2020.</p>		

Service Planning Area 5 West Los Angeles
First to Serve: (323) 903-5195
12603 S. Broadway, Los Angeles, CA 90061
(63 beds) Co-ed

Transportation Pick Up	Pick Up Address	Pick Up Time
Intersection of Topanga Canyon Blvd & PCH	3931 S. Topanga Canyon Blvd, Malibu 90265	4:00pm
Malibu Civic Center	23555 Civic Center Way Malibu 90265	4:30pm
West LA— Bus Stop near Gas Station	Cadillac Avenue & La Cienega Blvd Los Angeles 90034	4:30pm
Venice Skate Park	1800 Ocean Front Walk Venice 90291	5:00pm
<p>Note: Starting Tuesday, March 24, the West LA Armory will no longer be available. Individuals will be transported to Athens Park (12603 S. Broadway, Los Angeles CA 90061). Update: Site will remain open 24-hours until September 30, 2020.</p>		

Service Planning Area 6: South Los Angeles
Bryant Temple AME CDC: (323) 792-4162
2514 W. Vernon Avenue, Los Angeles 90047 (40 beds)
Women Only

Location	Address	Time
Bryant Temple AME	2514 W. Vernon Ave., LA, CA 90047	4:00pm
<p>Note: Walk-ins are allowed. Participants can access the shelter at 4:00pm. Update: Site will remain open 24-hours until September 30, 2020.</p>		



Service Planning Area 6: South Los Angeles

Home At Last (323) 305-6999

5171 S. Vermont Avenue, Los Angeles 90037 (49 beds)

Males Only

Location	Address	Time
Home at Last	5171 S. Vermont Ave., LA 90037	4:00pm

Note: Walk-ins allowed. Participants can access the shelter at 4:00 p.m.

Update: Site will remain open 24-hours until September 30, 2020.

Service Planning Area 6: South Los Angeles

Home At Last (323) 305-6999

5108 S. Central Avenue, Los Angeles 90011 &

5100 S. Central Avenue, Los Angeles 90011

(36 Beds) Females Only

Location	Address	Time
Home at Last	5100/5108 S. Central Ave., LA, CA 90011	4:00 p.m.

Note: Walk-ins allowed. Participants can access the shelter at 4:00 p.m.

Update: Site will remain open 24-hours until September 2020.

Service Planning Area 8: South Bay

U.S. Veterans (562) 200-7303

5571 Orange Ave., Long Beach 90805 (80 beds)

Coed

Transportation Pick Up	Pick Up Address	Pick Up Time
Channel Street Park and Ride (Across from Larry's Hamburger)	Gaffey/ Channel Street San Pedro 90731	4:15pm
Long Beach Multi-Service Center	1301 W. 12th Street Long Beach 90813	5:00pm
		6:00pm
		7:00pm

Note: No Walk-ins are allowed; Individuals must go to one of the transportation locations to access the site. Transportation is provided by a bus.

Update: Site will remain open 24-hours until June 30, 2020.

Service Planning Area 6: South Los Angeles

Home At Last (323) 305-6999

5500 S. Hoover Avenue, Los Angeles 90037 (60 beds)

Transitional Age Youth (Serving ages: 18-24 years old)

Location	Address	Time
Home at Last	5500 S. Hoover Ave., LA, 90037	4:00pm

Note: Walk-ins allowed. Participants can access the shelter at 4:00p.m.

Update: Site will remain open 24-hours until September 30, 2020.



Sex and the Novel Coronavirus (COVID-19)

Here are some tips for how to enjoy sex and to avoid spreading COVID-19.

1. Know how COVID-19 spreads.

- **You can get COVID-19 from a person who has it.**
 - The virus can spread to people who are within about 6 feet of a person with COVID-19 when that person coughs or sneezes.
 - The virus can spread through direct contact with their saliva or mucus.
- **We still have a lot to learn about COVID-19 and sex.**
 - COVID-19 has been found in feces of people who are infected with the virus.
 - COVID-19 has not yet been found in semen or vaginal fluid.
 - We know that other coronaviruses do not efficiently transmit through sex.

2. Have sex with people close to you.

- **You are your safest sex partner.** Masturbation will not spread COVID-19, especially if you wash your hands (and any sex toys) with soap and water for at least 20 seconds before and after sex.
- **The next safest partner is someone you live with.** Having close contact — including sex — with only a small circle of people helps prevent spreading COVID-19.
- **You should avoid close contact — including sex — with anyone outside your household.** If you do have sex with others, have as few partners as possible.
- **If you usually meet your sex partners online or make a living by having sex,** consider taking a break from in-person dates. Video dates, sexting or chat rooms may be options for you.

3. Take care during sex.

- **Kissing can easily pass COVID-19.** Avoid kissing anyone who is not part of your small circle of close contacts.
- **Rimming (mouth on anus) might spread COVID-19.** Virus in feces may enter your mouth.
- **Condoms and dental dams can reduce contact with saliva or feces,** especially during oral or anal sex.
- **Washing up before and after sex is more important than ever.** Wash hands often with soap and water for at least 20 seconds. Wash and disinfect sex toys and keyboards and touch screens used during sexual encounters.

4. Skip sex if you or your partner is not feeling well.

- **If you or a partner may have COVID-19,** avoid sex and especially kissing.
- **If you or your partner has a medical condition that can lead to more severe COVID-19,** you may also want to skip sex.
 - Medical conditions include lung disease, heart disease, diabetes, cancer or a weakened immune system (for example, having unsuppressed HIV and a low CD4 count).

5. Prevent HIV, other sexually transmitted infections (STIs) and unplanned pregnancy.

- **Condoms:** Condoms help prevent HIV and other STIs. For information on how to order free condoms, please visit lacondom.com/order-condoms.
- **PrEP and PEP:** Pre-exposure prophylaxis (PrEP) and Post Exposure Prophylaxis both help prevent HIV. For more information about PrEP and PEP, visit getprepla.com.
- **HIV and STD Testing:** Getting tested for HIV and other STDs is an important way to protect your health. To find a place that offers HIV and STD testing near you, please visit gettested.cdc.gov.
- **Birth Control:** Make sure you have an effective form of birth control for the coming weeks. Visit https://www.bedsider.org/where_to_get_it to find low and no cost birth control options near you.

6. For people living with HIV.

- It is important that all persons with HIV, especially those with advanced HIV or poorly controlled HIV, take steps to help protect themselves from COVID-19.
- Work with your healthcare provider to ensure access to your medications and to have extra on hand in case you need to stay home for a prolonged period of time.
- For information about HIV care, and maintaining an undetectable viral load, please visit getprotectedla.com/uu/get-hiv-treatment.
- If you need help linking to HIV care in LA County, please call the Department of Public Health's Linkage and Reengagement Program at **(213) 639-4262**.

For more information about COVID-19 in LA County, visit publichealth.lacounty.gov/media/Coronavirus.
Acknowledgement: "Sex and Coronavirus Disease 2019 (COVID-19)", NYC Health Dept, March 21, 2020



Walk-In Shelters

Please call in the morning for bed availability or specific admission information. Most locations require lining up outside at specific hours, and operate on a first-come first-served basis.

No current walk-in shelters available in Service Areas:

1 (Antelope Valley), 2 (San Fernando & Santa Clarita Valleys), 3 (San Gabriel Valley), 5 (West LA), 7 (Southeast LA)

Service Area 4 (Metro Los Angeles)

Emmanuel Baptist Rescue Mission (213) 626-4681

530 E. 5th Street, Los Angeles, CA 90013

* Line up for a bed at 4:30pm

Hope & Heart Shelter - LAC+USC (Women Only) (323) 526-5819

Emergency Domestic Violence Women's Shelter

Confidential Location: (323) 526-5819

24 hour hotline: (800) 585-6231

Jovenes – Transition Age Youth (TAY) Only (Males age 16-24)

1208 Pleasant Ave., Los Angeles, CA. 90033 (323) 260-8035

Walk-in Monday-Friday 9am-5pm for assessment or call ahead

Los Angeles Mission (213) 629-1227

303 E. 5th Street, Los Angeles, CA 90013

Midnight Mission (213) 624-9258

601 S. San Pedro Street, Los Angeles, CA 90014

* Line up for a bed at 7am

Salvation Army The Way In -- Transition Age Youth (TAY) Only

5939 Hollywood Blvd, Los Angeles, CA 90028

(323) 469-2946 or (213) 553-3253 or (800) 843-9294

* need a referral from a case manager

Union Rescue Mission (213) 629-1227

545 San Pedro Street, Los Angeles, CA 90013

* Line up at 4:30pm with a valid ID; if you mention it is your first time, you may get a priority bed the same day.

Service Area 6 (South Los Angeles)

Testimonial Community Love Center (323) 291-6753

5701 S. Western Ave., Los Angeles, CA 90062

* Line up for a bed at 4:30pm

Service Area 8 (South Bay)

Long Beach Rescue Mission (562) 591-1292

1335 Pacific Avenue, Long Beach, CA 90813

* Line up for a bed at 3:15pm Mon-Thur and 4:15pm Fri-Sun

Parole

If you are on Parole, please contact your Parole Agent directly to be referred to a housing site. If you do not know your Parole Agent's information, you can contact the Court Unit at the Parole Outpatient Clinic: **(626) 527-3005**.

Access and Drop-In Centers (all ages)

Info and services for people experiencing homelessness.

Homeless Health Care Los Angeles (213) 744-0724
2330 Beverly Blvd., Los Angeles, CA 90057

Long Beach Multi Service Center (562) 570-4500
1301 W. 12th St., Long Beach, CA 90813 (213) 251-3436

St. Joseph's Center (310) 396-6468
404 Lincoln Blvd., Venice, CA 90291
Mon, Thurs, Fri: 8am-4:30pm & Wed: 8am-3:30pm

Watts Labor Community Action Committee (323) 563-4734
958 E. 108th Street Los Angeles, CA 90059
Walk-in Hours: M,W,F 9am-12pm & 1:30-4:30pm

Weingart Access Center (213) 833-5020
501 East 6th Street.
Walk-in hours: M-F 7:30 am to 6:00 pm

AB109 Probation

If you are on AB109 Probation, please contact your Probation Officer directly, or go to your assigned hub to be referred to a housing site.

Antelope Valley Area Office (661) 471-1900 or (661) 471-1901
43423 Division St., Suite 401, Room 112, Lancaster, CA 93535

East San Fernando Valley Office (818) 485-0050
13557 Van Nuys Blvd., Pacoima, CA 91331

Pomona Valley Area Office (909) 469-4507
1660 W. Mission Blvd., Pomona, CA 91766

South Los Angeles Office (323) 235-7047
236 E. 58th St., Los Angeles, CA 90011

Important Phone Numbers

211 LA County Dial 2-1-1
Provides information and referrals for health and human services, like legal services, food banks, shelters, clothing, etc.

National Domestic Violence Hotline/ (800) 799-SAFE (7233)
Linea de Ayuda Violencia Domestica www.ndvh.org

Substance Abuse Services Hotline (SASH) (844) 804-7500
Provides linkage to residential and outpatient substance use treatment in Los Angeles County. Also provides linkage to Recovery Bridge Housing sites (sober livings funded by Medi-Cal).

Whole Person Care Call Center (844) 804-5200
Helpline for WPC participants to reconnect with your Community Health Worker or for program inquiries.

Prepared by Elevation Health Partners

Revised 12/11/2019



Health Services
LOS ANGELES COUNTY

GUIDE TO SHELTER & HOUSING ASSISTANCE



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CES (Coordinated Entry System)

Housing resources and services for people experiencing homelessness in Los Angeles County are coordinated through one intake system called CES. An assessment is required to be matched to resources.

There are different assessments for adults, transition age youth (TAY, ages 16-25), and families. The adult assessment is called the VI-SPDAT, and the TAY assessment is the Next Step tool. CES assessments are provided by the agencies below.

For adult/TAY assessments: Call first to confirm walk-in hours or to schedule an appointment. Many agencies screen their calls, and will return voicemails within 24-48 hours.

For family assessments: Contact 211 first; they will make the referral to the CES agency.

SPA 1 (Antelope Valley)

Valley Oasis (Adults, TAY) (661) 942-2758
43434 E. Sahuayo St., Lancaster, CA 93535
Mon-Fri | 8:00am-5:00pm

Valley Oasis (Family) (661) 239-9300
310 E. Palmdale Blvd., Palmdale, CA 93550
cesfamilies@avdvc.org
Mon-Fri | 8:00am-5:00pm

SPA 2 (San Fernando and Santa Clarita Valley)

LA Family Housing (Adults, Families) (818) 255-2766
7817 Lankershim Blvd., North Hollywood, CA 91605
referrals@lafh.org
Mon-Fri | 8:30am-5:00pm

The Village Family Services (Youth) (818) 755-8786
3736 Laurel Canyon Blvd. #200, North Hollywood, CA 91606
Hours: Call to confirm

SPA 3 (San Gabriel Valley)

Hathaway Sycamore Child & Family Services (626) 395-7100
851 N. Oakland Ave., Pasadena, CA 91104 Youth Only
Mon-Fri | 9:00am-5:00pm (by appointment only)

Union Station Homeless Services (Adults) (626) 791-6610
412 S. Raymond Ave., Pasadena, CA 91105
Mon-Fri | 7:00am-1:30pm

Union Station Homeless Services (Families) (626) 337-0140
10629 Arrow Hwy, Suite G, Irwindale, CA 91706
Mon-Fri | 7:00am-1:30pm

SPA 4 (Metro Los Angeles)

LGBT Youth Center (TAY only; ages 18-24) (323) 993-2280
1118 N McCadden Pl., Los Angeles, CA 90038 (323) 860-2280
Drop-In: Mon-Fri | 7:30am-5:00pm, Sat-Sun | 7:30am-2:00pm

PATH (People Assisting The Homeless) (Families) (323) 212-6291
3323 W. Washington Blvd., Los Angeles, CA 90018
Mon-Fri | 9:00am-5:00pm

The People Concern (Adults) (310) 450-4050
527 Crocker St., Los Angeles, CA 90013

SPA 5 (West LA)

St. Joseph's Center (Adults, Families) (310) 396-6468
404 Lincoln Blvd., Venice, CA 90291
Mon, Thurs, Fri | 8:00am-4:30pm Wed | 8:00am-3:30pm

Safe Place for Youth (Youth) (310) 902-2283

2469 Lincoln Blvd., Venice, CA 90291
Mon, Tues, Thurs | 1:00pm-4:30pm, Fri | 1:00pm-3:30pm

SPA 6 (South LA)

CRCD (Coalition for Responsible Community Development)
4775 S. Broadway, Los Angeles, CA 90037 (213) 743-6193
Drop-in: Mon-Fri | 9:00am-4:00pm

SSG HOPICS (Adults, Families) (323) 948-0444
5715 S. Broadway, Los Angeles, CA 90037
Mon-Fri | 8:00am-4:30pm

SPA 7 (Southeast LA)

Jovenes Inc. (Youth) (323) 260-8035
1301 Avenida Cesar Chavez, Monterey Park, CA 91254
(by appointment only)

PATH (People Assisting The Homeless) (Adults) (562) 373-5264
455 East Artesia Blvd., Long Beach, CA 90805 (323) 644-2200
Mon-Fri | 9:00am-5:00pm (by appointment only)

Whole Child (Families) (562) 204-0640
9251 Pioneer Blvd., Santa Fe Springs, CA 90670
Drop-in: 8:00am-5:00pm, Mon-Fri

SPA 8 (South Bay)

Harbor Interfaith (Adults, Youth and Families) (310) 831-0603
599W.9th St., San Pedro, CA 90731
Mon-Fri | 8:30am-12:30pm, 1:30pm-5:30pm
Adult/Youth: (424) 276-3602 Family: (310) 831-0589

LAHSA (Los Angeles Homeless Services Authority)

For additional information about bridge housing or the CES system, please contact the LAHSA Crisis Housing Coordinator at (213) 225-8489, Mon-Fri 8am to 5pm.

Veteran Resources

These offices will link veterans experiencing homelessness to shelters, housing options, and medical care.

West Los Angeles VA

11301 Wilshire Blvd., Los Angeles, CA 90073
Welcome Center Bldg 257: (310) 478-3711 ext. 53269
H-PACT Office Bldg. 402: (310) 478-3711 ext. 24791

Walk-In Hours: 8:00am – 3:30pm (First come, first served)

Veteran H-PACT (Homeless Patient Aligned Care Team) Office
351 E. Temple St. 4th Floor, Los Angeles CA 90012

(310) 478-3711 ext. 24791 or (213) 253-2677 ext. 24791
Walk-In Hours: 8:00am – 2:00pm (First come, first served)

Veteran H-PACT (Homeless Patient Aligned Care Team) Office
16111 Plummer St., North Hills, CA 91343

(818) 891-7711 ext. 31270

Walk-In Hours: 8:00am-4:00pm (First come, first served)

Bridge Housing for People Exiting Jail or Prison

It is strongly advised that you contact the agency to inquire about bed availability and admission requirements.

To access these beds, please be prepared to provide evidence that you were incarcerated, such as a booking sheet from the facility you have exited.

SPA 1 (Antelope Valley)

Valley Oasis (661) 942-2758; (661) 483 -6276

SPA 3 (San Gabriel Valley)

Hathaway-Sycamore (TAY age 18-24) (626) 395 -7100 ext 7850
851 N. Oakland Ave., Pasadena, CA 91104

Union Station Homeless Services Pasadena

412 S Raymond Ave, Pasadena, CA 91104
Bridge housing coordinators: (626) 791-6611 or (626) 791-6613

Volunteers of America Los Angeles (909) 593 -4796
2040 N. Garey Ave., Pomona, CA 91767

SPA 4 (Metro Los Angeles)

Salvation Army – The Way In (TAY age 18-21) (323) 469 -2946
5939 Hollywood Blvd., Los Angeles, CA 90028

SPA 5 (West LA)

New Directions for Veterans (310) 914-4045
11303 Wilshire Blvd., Los Angeles, CA 90073
Welcome Center: (310) 268-3269

The People Concern (310) 450-4050
503 Olympic Blvd., Santa Monica, CA 90401

SPA 6 (South LA)

First to Serve (323) 903-5195 ext. 1301
1718 W. Vernon Ave., Los Angeles, CA 90062

SPA 7 (Southeast LA)

The Salvation Army Bell Shelter (No walk-ins) (323) 263 -1206
5600 Rickenbacker Road Bell, CA 90201
Call for Phone Intake: (323) 263 -1206 ext. 223 or 224

US Veterans Initiative, Inc. (310) 744 -6553
(Also serves non-veteran clients) (310) 863 -5837
733 Hindry Ave., Inglewood, CA 90201

Whittier Area First Day Coalition (562) 693-4097 12426
Whittier Blvd., Whittier, CA 90602 (562) 945 -4304

AB109 PROBATION

If you are on AB109 Probation, please contact your Probation Officer directly, or go to your assigned hub to be referred to a mental health clinic near you.

Antelope Valley Area Office: 43423 Division St., Suite 401, Room 112, Lancaster, CA 93535; (661) 471-1900 or (661) 471-1901

East San Fernando Valley Office: 13557 Van Nuys Blvd., Pacoima, CA 91331; (818) 485-0050

Pomona Valley Area Office: 1660 W. Mission Blvd., Pomona, CA 91766; (909) 469-4507

South Los Angeles Office: 236 E. 58th St., Los Angeles, CA 90011; (323) 238-1000

PAROLE

If you are on Parole, please contact your Parole Agent directly to be referred to a mental health provider. If you do not know your Parole Agent's information, you can contact the Court Unit at the Parole Outpatient Clinic **(626) 527-3005**.

EMERGENCY PSYCH MEDICATION REFILLS

If you are prescribed psychiatric medications, it is advised that you schedule an intake at a mental health clinic 30 days in advance to avoid running out of medications. However, if you need an urgent refill, you can go to the locations listed below. *All accept Medi-Cal and uninsured patients.*

(SPA 2) Olive View Community Mental Health Urgent Care Walk-In Hours: Monday-Friday 8am-7pm; Saturday 9am-5:30pm
14659 Olive View Dr., Sylmar, CA 91342 (818) 485-0888

(SPA 4) Exodus Mental Health Urgent Care: Eastside
Walk-In Hours: Monday-Friday 6am-5pm; Sat/Sun 6am-3pm
1920 Marengo St., Los Angeles, CA 90033
(323) 276-6400 or (800) 829-3923

(SPA 5) Exodus Mental Health Urgent Care: Westside
Walk-In Hours: 7am-5pm (7 days per week)
11444 W. Washington Blvd., Los Angeles 90066
(310) 253-9494 or (800) 829-3923

(SPA 6) Exodus Mental Health Urgent Care: MLK
Walk-In Hours: Monday-Friday 8am-4pm
12021 S. Wilmington Ave. Los Angeles 90059
(562) 295-4617 or (800)-829-3923

(SPA 8) Exodus Mental Health Urgent Care: Harbor-UCLA
Walk-In Hours: Monday-Friday (8am-4pm)
1000 W. Carson St. Bldg. #2, Torrance CA 90502
(424) 405-5888 or (800)-829-3923

(SPA 8) Mental Health Urgent Care of Long Beach
Walk-In Hours: Monday-Friday 8am-7pm
6060 Paramount Blvd., La Casa Bldg., Long Beach 90805
(562) 630-8672 or (562) 790-1860

(SPA 8) Star View Behavioral Health Urgent Care

Walk-In Hours: 7 days per week 8am-8pm
3210 Long Beach Blvd., Long Beach 90807 (562) 548-6565

24-HOUR HOTLINES

DMH ACCESS Center (800) 854-7771

Offers information regarding mental health services and referrals to local mental health services. It is also a crisis hotline for mental health concerns.

NAMI (National Alliance on Mental Illness) (800)-950-6264

Free service that provides information, referrals and support to people living with a mental health condition, family members and caregivers, mental health providers and the public.

**National Domestic Violence Hotline/
Linea de Ayuda Violencia Domestica** (800) 799-SAFE (7233)
www.ndvh.org

**National Suicide Prevention Lifeline/
Lines de Ayuda Para Prevencion del Suicidio** (800) 273-TALK (8255)
www.suicidepreventionlifeline.org

LGBT National Hotline (888) 843-4564
Crisis Intervention and Suicide Hotline for LGBT Youth and Adults

Trans Lifeline (877) 565-8860
Staffed by transgender people, for transgender people; crisis intervention and suicide hotline

The Trevor Project (866) 488-7386
Peer-led crisis intervention and Suicide Hotline for LGBTQ

Veterans Crisis Line (800)-273-TALK (8255) – Press 1

IMPORTANT PHONE NUMBERS

211 LA County Dial 2-1-1
Provides information and referrals for health and human services, like legal services, food banks, shelters, clothing, etc.

Substance Abuse Services Hotline (SASH) (844) 804-7500
Provides linkage to residential and outpatient substance use treatment in Los Angeles County.

Whole Person Care Call Center (844) 804-5200
Helpline for WPC participants to reconnect with your Community Health Worker or for program inquiries.

Revised 6/21/2019

Prepared by Elevation Health Partners



Health Services
LOS ANGELES COUNTY

GUIDE TO OUTPATIENT MENTAL HEALTH SERVICES

Where to go for
Treatment & Medication Refills

DMH ACCESS Center
(800) 854-7771



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MENTAL HEALTH OUTPATIENT CLINICS

**NOTE: Most of the clinics listed offer walk-in hours.
Please call to confirm the clinic is accepting new patients.**

*directly-operated DMH clinic

Service Area 1 (Antelope Valley)

***Antelope Valley Mental Health Center** (661) 723-4260
349 A-East Avenue K-6, Lancaster, CA 93535

***Palmdale Mental Health Center** (661) 575-1800
1529 E. Palmdale Blvd., Suite 150, Palmdale, CA 93550

Tarzana Treatment Center (661) 726-2630
44447 10th Street W, Lancaster, CA 93534

Service Area 2 (San Fernando and Santa Clarita Valleys)

Center for Family Living (818) 901-4854
14545 Sherman Circle, Van Nuys, CA 91405

Cornerstone (818) 901-4836
14660 Oxnard Street, Van Nuys, CA 91405

El Centro De Amistad (818) 898-0223
566 S. Brand Blvd., San Fernando, CA 91340

Hillview Mental Health Center (818) 896-1161
12450 Van Nuys Blvd., Suite 200, Pacoima, CA 91331

MacDonald Carey East Valley MHC (818) 908-3855
11631 Victory Blvd., Suite 203, North Hollywood, CA 91606

San Fernando Community Mental Health Center (818) 901-4854
14545 Sherman Circle, Van Nuys, CA 91450

***San Fernando Mental Health Center** (818) 832-2400
10605 Balboa Blvd., Suite 100, Granada Hills, CA 91344

***Santa Clarita Valley Mental Health Center** (661) 288-4800
23501 Cinema Drive, Suite 210, Valencia, CA 91355

Tarzana Treatment Center
18646 Oxnard St., Tarzana, CA 91356 (818) 996-1051
7101 Baird Ave, Reseda CA 91335 (818) 342-5897

Verdugo Mental Health Center (Didi Hirsch) (818) 244-7257
1540 East Colorado Street, Glendale, CA 91205

***West Valley Mental Health Center** (818) 407-3200
20151 Nordhoff St., Chatsworth 91311

Service Area 3 (San Gabriel Valley)

***Arcadia Mental Health Center** (626) 821-5858
330 East Live Oak Avenue, Arcadia, CA 91006

BRIDGES Wellness Center (626) 350-5304
11927 Elliott Avenue, El Monte, CA 91732

***East San Gabriel Valley Mental Health Center** (626) 430-2900
1359 N. Grand Ave., Covina, CA 91724

ENKI La Puente (626) 961-8971
160 South Seventh Avenue, La Puente, CA 91744

Northeast Mental Health Center (323) 478-8200
5321 Via Marisol, Los Angeles, CA 90042

Pacific Clinics (age 26+)
1517 W Garvey Ave N, West Covina, CA 91790 (626) 962-6061
Additional locations in SPA 3 available for TAY, call Pacific Clinics
Access Center for info: (877) 722-2737

Tri-City Mental Health Center (909) 623-6131
2008 N. Garey Avenue, Pomona, CA 91767

Service Area 4 (Metro Los Angeles)

AIDS Project Los Angeles (213) 201-1600
611 S. Kingsley Drive, Los Angeles, CA 90005

Alcott Center for Mental Health (310) 785-2121
1433 S. Robertson Blvd., Los Angeles, CA 90035

Amanecer Community Counseling Services (213) 416-1106
1200 Wilshire Blvd. Suite 210, Los Angeles, CA 90017

Asian Pacific Counseling & Treatment Centers (213) 252-2100
520 S. Lafayette Park Place, Suite 300, Los Angeles, CA 90057

***Downtown Mental Health Center** (213) 430-6700
529 S. Maple Avenue, Los Angeles, CA 90013

***Hollywood Mental Health Center** (323) 769-6100
1224 Vine Street, Los Angeles, CA 90038

Los Angeles LGBT Center (323) 993-7400
1625 N. Schrader Boulevard, Los Angeles, CA 90028

***Men's Community Reintegration Program** (213) 673-3002
631 Maple Ave., Los Angeles, CA 90013

***Northeast Mental Health Center**
5321 Via Marisol, Los Angeles, CA 90042 (323) 478-8200

Service Area 5 (West LA)

Didi Hirsch Community Mental Health Center (310) 390-6612
4760 S. Sepulveda Blvd., Culver City, CA 90230

***Edelman Westside Mental Health Center** (310) 966-6500
11080 West Olympic Blvd., 4th Floor, Los Angeles, CA 90064

SCHARP's Oasis House (323) 751-2677
5201 S. Vermont Avenue, Los Angeles, CA 90037

Service Area 6 (South LA)

***Augustus F. Hawkins Mental Health Center** (310) 668-4272
1720 East 120th Street, Los Angeles, CA 90059

***Compton Family Mental Health Center** (310) 668-6800
921 E. Compton Blvd, Compton, CA 90221

Kedren Community Health Center (323) 233-0425
Adult Outpatient: 4211 South Avalon Blvd, Los Angeles, CA 90011

Kedren AB109 Program: 3761 Stocker St., Suite 211, Los Angeles, CA 90008 (no walk-ins allowed, need referral from Probation hub) (323) 233-0425 ext. 1574

***West Central Mental Health Center** (323) 298-3618
3751 Stocker Street, Los Angeles, CA 90008

***Women's Community Reintegration Services** (323) 525-6400
8300 South Vermont Avenue, Los Angeles, California 90044

Service Area 7 (Southeast LA)

Alma Family Service (323) 881-3799
4701 East Cesar Chavez, Los Angeles, CA 90022

American Indian Counseling Center (562) 402-0677
17707 S. Studebaker Road, Cerritos, CA 90703

***Centro De Bienstar** (323) 826-6300
2677 Zoe Ave. Suite 301, Huntington Park, CA 90255

***Rio Hondo Community Mental Health Center** (562) 402-0688
17707 S. Studebaker Rd., Cerritos, CA 90703

***Roybal Family Mental Health Center** (323) 267-3400
4701 Cesar Chavez Avenue, 2nd Floor, Los Angeles, CA 90022

***San Antonio Mental Health Center** (323) 584-3700
2629 Clarendon Avenue, Huntington Park, CA 90255

Service Area 8 (South Bay)

1736 Family Crisis Center (323) 737-3900
2116 Arlington Avenue, Los Angeles, CA 90018

***Coastal Asian Pacific Islander Family** (310) 217-7312
14112 S. Kingsley Dr., Gardena CA 90249

Didi Hirsch Community Mental Health Center (310) 677-7808
323 N. Prairie Ave. Suite 350, Inglewood, CA 90301

***Harbor-UCLA Mental Health Center** (310) 222-3151
1000 W. Carson Street, Bldg. D-5, Torrance, CA 90509

LGBTQ Center Long Beach (562) 434-4455
2017 E. 4th Street, Long Beach, CA 90814

***Long Beach Asian Pacific Mental Health Center** (562) 346-1100
4510 E. Pacific Coast Highway Suite 600, Long Beach, CA 90804

***Long Beach Mental Health Center** (562) 256-2900
2600 Redondo Ave. 3rd Fl., Long Beach, CA 90806

***San Pedro Mental Health Center** (310) 519-6100
150 W. 7th Street, San Pedro, CA 90731

***South Bay Mental Health Center** (323) 241-6730
2311 West El Segundo Blvd., Hawthorne, CA 90250

Tarzana Treatment Center (562) 428-4111
2101 Magnolia Ave. Long Beach, CA 90806

The Village-Mental Health America, Long Beach (562) 437-6717 456
Elm Avenue, Long Beach, CA 90802

Are you one of the
20 million
 who struggle with alcohol
 or drug addiction
 and need Substance Use
 Disorder treatment?¹

Does This Happen to You?

- Do you feel your alcohol or drug use is holding you back or negatively affecting your relationships, work, school, or home life?
- Are you using more alcohol or drugs than you want to, or is it difficult to cut down or control your substance use?
- Have you been told that you should stop drinking or doing drugs, or that you should do them less often?
- Do you feel physically sick or unwell when you stop using alcohol or drugs?

If you checked any of the boxes above, we can help!

What Happens When I Call?

- We have a team available 24 hours a day, 7 days a week to answer your call.
- We will ask you questions about your alcohol and/or drug use, to help you decide if you need treatment.²
- We will help you learn your options and find a provider that meets your specific needs.²

SUBSTANCE ABUSE SERVICE HELPLINE

 **1.844.804.7500**

CALL ANYTIME TOLL-FREE!

Am I Eligible?

Youth and adults can access **no-cost**³ substance use treatment services at any provider in the network if you meet the following criteria:

- You are a resident of Los Angeles County; and
- You are eligible for Medi-Cal³, My Health LA or other select County-funded programs.

What Services Are Available?⁴

- | | | | |
|----------------------------------|---------------------------------------|---------------------------------|-----------------------------|
| ✓ Outpatient Treatment | ✓ Case Management | ✓ Withdrawal Management (Detox) | ✓ Recovery Support Services |
| ✓ Intensive Outpatient Treatment | ✓ Medications for Addiction Treatment | ✓ Residential Treatment | ✓ Recovery Bridge Housing |



² Services are available to meet your language, cultural, location, and other service preference needs. In some cases, parents/guardians can also make the call on behalf of a minor in need.
³ A share-of-cost may be required for some Medi-Cal eligible individuals.
⁴ Some services and treatments require pre-authorization for eligible youth and adults.

¹ <https://www.samhsa.gov/disorders/substance-use>

How to identify an opioid overdose:

Look for these common signs:

- The person won't wake up even if you shake them or say their name
- Breathing slows or even stops
- Lips and fingernails turn blue or gray
- Skin gets pale, clammy

In case of overdose:

1 Call 911 and give naloxone

If no reaction in 3 minutes, give second naloxone dose

2 Do rescue breathing or chest compressions

Follow 911 dispatcher instructions

3 After naloxone

Stay with person for at least 3 hours or until help arrives

NARCAN[®] (naloxone HCl) NASAL SPRAY

QUICK START GUIDE Opioid Overdose Response Instructions

Use NARCAN Nasal Spray (naloxone hydrochloride) for known or suspected opioid overdose in adults and children.

Important: For use in the nose only.

Do not remove or test the NARCAN Nasal Spray until ready to use.

1 Identify Opioid Overdose and Check for Response

Ask person if he or she is okay and shout name.

Shake shoulders and firmly rub the middle of their chest.

Check for signs of opioid overdose:

- Will not wake up or respond to your voice or touch
- Breathing is very slow, irregular, or has stopped
- Center part of their eye is very small, sometimes called "pinpoint pupils"

Lay the person on their back to receive a dose of NARCAN Nasal Spray.



2 Give NARCAN Nasal Spray

Remove NARCAN Nasal Spray from the box.

Peel back the tab with the circle to open the NARCAN Nasal Spray.



Hold the NARCAN nasal spray with your thumb on the bottom of the plunger and your first and middle fingers on either side of the nozzle.



Gently insert the tip of the nozzle into either nostril.

- Tilt the person's head back and provide support under the neck with your hand. Gently insert the tip of the nozzle into **one nostril**, until your fingers on either side of the nozzle are against the bottom of the person's nose.



Press the plunger firmly to give the dose of NARCAN Nasal Spray.

- Remove the NARCAN Nasal Spray from the nostril after giving the dose.

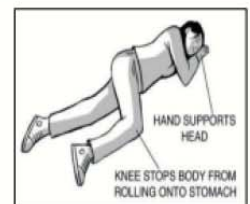


Get emergency medical help right away.

Move the person on their side (recovery position) after giving NARCAN Nasal Spray.

Watch the person closely.

If the person does not respond by waking up, to voice or touch, or breathing normally another dose may be given. NARCAN Nasal Spray may be dosed every 2 to 3 minutes, if available.



3 Call for emergency medical help, Evaluate, and Support

Repeat Step 2 using a new NARCAN Nasal Spray to give another dose in the other nostril. If additional NARCAN Nasal Sprays are available, repeat step 2 every 2 to 3 minutes until the person responds or emergency medical help is received.

Department of Public Health - Substance Abuse Prevention and Control: Medication Assisted Treatment Providers - PLEASE CALL AHEAD TO CONFIRM HOURS

Agency	Address	Telephone	Hours of Operation	Medications
Addiction Research & Treatment www.medmark.com	1926 W. Beverly Boulevard Los Angeles, CA 90057	(213) 353-1140	Mon-Fri: 5:30am-1:30pm Sat&Sun: 7am-11am	Buprenorphine Methadone
Addiction Research & Treatment www.medmark.com	1701 Zonal Avenue Los Angeles, CA 90033	(323) 223-6298	Mon,Tue,Thu,Fri: 5:30am-1:30 pm Wed: 6am-1:30pm; Sat&Sun: 6am-10am	Buprenorphine Methadone
Addiction Research & Treatment www.medmark.com	15229 East Amar Road La Puente, CA 91744	(626) 855-5090	Mon-Fri: 5:30am-1:30pm Sat&Sun: 6am-10am	Methadone
Addiction Research & Treatment www.medmark.com	4920 S. Avalon Boulevard Los Angeles, CA 90011	(323) 235-5035	Mon-Fri: 6am-2pm Sat&Sun: 7am-11am	Buprenorphine Methadone
Addiction Research & Treatment www.medmark.com	11682 Atlantic Avenue Lynwood, CA 90262	(310) 537-5883	Mon-Fri: 5:30am-1:30pm Sat&Sun: 5:30am-9am	Buprenorphine Methadone
Addiction Research & Treatment www.medmark.com	11900 Avalon Blvd, Suite 200 Los Angeles, CA 90061	(323) 242-0500	Mon-Fri: 6am-10am Sat&Sun: 5:30am-2m	Buprenorphine Methadone
Aegis Treatment Centers, LLC http://aegistreatmentcenters.com	11041 East Valley Boulevard El Monte, CA 91731	(626) 442-4177	Mon-Fri: 5am-1:30pm Sat&Sun: 6am-10am	Buprenorphine Methadone
Aegis Treatment Centers, LLC http://aegistreatmentcenters.com	1825 East Thelborn Street West Covina, CA 91791	(626) 915-3844	Mon-Fri: 5am-1:30pm Sat&Sun: 6am-10am	Buprenorphine Suboxone, Methadone
Aegis Treatment Centers, LLC http://aegistreatmentcenters.com	1050 N Garey Avenue Pomona, CA 91767	(909) 623-6391	Mon-Fri: 5am-1:30pm Sat&Sun: 5am-9am	Buprenorphine Methadone
Aegis Treatment Centers, LLC http://aegistreatmentcenters.com	614 W. Manchester Blvd Suites 103, 104 & 105 Inglewood, CA 90301	(310) 412-0879	Mon-Fri: 5am-1:30pm Sat&Sun: 6:30am-10:30am	Buprenorphine Methadone
Aegis Treatment Centers, LLC http://aegistreatmentcenters.com	1322 North Avalon Boulevard Wilmington, CA 90744	(310) 513-1300	Mon-Fri: 5am-6:30pm Sat&Sun: 6am-10am	Buprenorphine Methadone
Aegis Treatment Centers, LLC http://aegistreatmentcenters.com	14240 East Imperial Highway La Mirada, CA 90639	(562) 946-1587	Mon-Fri: 5am-1:30pm Sat&Sun: 6am-10am	Buprenorphine Methadone
Aegis Treatment Centers, LLC http://aegistreatmentcenters.com	1450 N. Lake Avenue, Ste. 150 Pasadena, CA 91104	(626) 794-1161	Mon-Fri: 6:30am-3pm Sat&Sun: 7am-11am	Buprenorphine Methadone
American Health Services, LLC www.americanhealthservices.org	717 Lincoln Boulevard Venice, CA 90201	(310) 399-9883	Mon-Fri: 6am-2:30pm Sat&Sun: 9:30am-11am	Methadone
American Health Services, LLC www.americanhealthservices.org	5015 W. Pico Boulevard Los Angeles, CA 90019	(323) 653-1677	Mon-Fri: 6am-2:30pm Sat&Sun: 7am-11am	Methadone
American Health Services, LLC www.americanhealthservices.org	6265 Sepulveda Blvd, Suite 9 Van Nuys, CA 91411	(818) 779-0555	Mon-Fri: 5:30am-2pm Sat&Sun: 7am-10am	Methadone
American Health Services, LLC www.americanhealthservices.org	21505 Norwalk Boulevard Hawaiian Gardens, CA 90716	(562) 916-7581	Mon-Fri: 5am-1:30pm Sat&Sun: 7am-10am	Methadone
American Health Services, LLC www.americanhealthservices.org	2720 East Palmdale Boulevard Suites 129, 130, 131 Palmdale, CA 93550	(661) 947-3333	Mon-Fri: 6am-2:30pm Sat&Sun: 7am-11am	Methadone

Department of Public Health - Substance Abuse Prevention and Control: Medication Assisted Treatment Providers - PLEASE CALL AHEAD TO CONFIRM HOURS

El Dorado Community Service Center www.americanhealthservices.org	5200 San Gabriel Pl., Ste. A-C Pico Rivera, CA 90660	(562) 222-1331	Mon-Fri: 5:30am-2pm Sat&Sun: 7:45am-9:30am	Buprenorphine Methadone
El Dorado Community Service Center www.americanhealthservices.org	4450 W. Century Boulevard Inglewood, CA 90304	(310) 671-9294	Mon-Fri: 6am-2:30pm Sat&Sun: 8:30am-9:30am	Buprenorphine Methadone
El Dorado Community Service Center www.americanhealthservices.org	4023 Marine Avenue Lawndale, CA 90260	(310) 675-9555	Mon-Fri: 6am-2:30pm Sat&Sun: 7am-8am	Buprenorphine Methadone
El Dorado Community Service Center www.americanhealthservices.org	24625 Arch Street Newhall, CA 91321	(661) 288-2644	Mon-Fri: 6am-2:30pm Sat&Sun: 7:30am-8:30am	Buprenorphine Methadone
Narcotic Addiction Treatment Agency https://www.nataclinic.com	8741 Laurel Canyon Boulevard Sun Valley, CA 91352	(818) 768-5525	Mon-Thu: 6am-4pm, Fri: 6am-2:30pm Sat&Sun: 8am-12pm	Methadone
Narcotic Prevention Association www.nppclinic.net	942 S. Atlantic Blvd, Suite 100 Los Angeles, CA 90022	(323) 263-9700	Mon-Fri: 5am-2pm Sat&Sun: 6am-10am	Methadone
Tarzana Treatment Centers www.tarzanatc.org	18646 Oxnard Street Tarzana, CA 91356	(800) 996-1051	Mon,Wed,Fri: 8:30am-6pm Tue&Thu: 8:30am-7pm Sat&Sun: 8:30am-2pm	Methadone Suboxone Vivitrol
Tarzana Treatment Centers www.tarzanatc.org	320 East Palmdale Boulevard Palmdale, CA 93550	(661) 729-9000 Ext. 4410	Mon-Fri: 6am-1:30pm Sat: 7am-11am	Methadone Suboxone
Tavarua Medical Rehabilitation Services D.B.A. Azusa Medical & Mental Health Services; www.americanhealthservices.org	474 South Citrus Avenue Azusa, CA 91702	(626) 858-9500	Mon-Fri: 5:30am-2pm Sat&Sun: 7am-9am	Buprenorphine Methadone
Transcultural Health Development	117 East Harry Bridges Blvd Wilmington, CA 90744	(310) 549-8383	Mon-Fri: 5am-1:30pm Sat&Sun: 6am-9am	Buprenorphine Methadone
West County Medical Clinic www.americanhealthservices.org	100 East Market Street Long Beach, CA 90805	(562) 428-4222	Mon-Fri: 5am-1:30pm Sat&Sun: 7am-11am	Buprenorphine Methadone
West County Medical Clinic www.americanhealthservices.org	2272 Pacific Avenue, Suite A Long Beach, CA 90806	(562) 427-8018	Mon-Fri: 6am-2:30pm Sat&Sun: 7am-11am	Buprenorphine Methadone
Western Pacific Med-Corp	4838 Laurel Canyon Boulevard North Hollywood, CA 91607	(818) 506-4455	Mon-Fri: 5:45am-2:30pm Sat&Sun: 5:45am-9:30am	Buprenorphine Methadone
Western Pacific Med-Corp	14332 Victory Boulevard Van Nuys, CA 91401	(818) 989-1996	Mon-Fri: 5:45am-2:30pm Sat&Sun: 5:45am-9:30am	Buprenorphine Methadone
Western Pacific Med-Corp	9462 Van Nuys Boulevard Panorama City, CA 91402	(818) 891-8555	Mon-Fri: 5:45am-2:30pm Sat&Sun: 5:45am-9:30am	Buprenorphine Methadone
Western Pacific Med-Corp	7232 Canby Avenue, Suites 4-6 Reseda, CA 91353	(818) 705-5561	Mon-Fri: 5:45am-2:30pm Sat&Sun: 5:45am-9:30am	Buprenorphine Methadone
Western Pacific Med-Corp	11902 Rosecrans Blvd Suites A&D Norwalk, CA 90650	(562) 929-7188	Mon-Fri: 5am-1:45pm Sat&Sun: 5:45am-8:45am	Buprenorphine Methadone
Western Pacific Med-Corp	4544 San Fernando Rd, Suite 201 Glendale, CA 91204	(818) 956-3737	Mon-Fri: 5:45am-2:30pm Sat&Sun: 5:45am-9:30am	Buprenorphine Methadone
Western Pacific Med-Corp	45335 Sierra Highway Lancaster, CA 93534	(661) 949-8599	Mon-Fri: 5:45am-2:30pm Sat&Sun: 5:45am-9:30am	Buprenorphine Methadone

DMH SERVICES: <https://dmh.lacounty.gov/our-services/> ADULTS

Los Angeles County Department of Mental Health provides an array of mental health and supportive services for clients who live with serious mental illness. Mental health services are available through directly operated and contract agencies throughout the County.

The Recovery Model is the framework for all adult services and is based on the belief that adults diagnosed with a mental illness can lead productive lives by seeking and maintaining meaningful relationships through employment, education, or volunteer work, and participating fully in their community.

As a result of the [Mental Health Services Act \(MHSA\)](#), additional services are available to create a full continuum of care for clients with a different level of mental health needs and recovery goals. Current Adult MHSA programs include Prevention and Early Intervention (PEI) services, intensive services such as Full Service Partnerships (FSP) and Field Capable Clinical Services (FCCS), recovery focused Wellness Centers, Path and Client Run Services that are designed to support clients who are in later stages of recovery. Through MHSA, DMH also provides specialty services to our Veterans through the Veterans and Loved Ones Recovery (VALOR) program.

Services typically provided in these agencies are: assessment, therapy, medication, case management/brokerage, crisis intervention, and other supportive services related to housing and employment. These services are intended to reduce psychiatric symptoms, increase independent functioning and self-reliance so that individuals can achieve the fullest and most productive life.

If you need immediate assistance or need to find services in your area, please call the ACCESS Center 24/7 Helpline at [1-800-854-7771](tel:1-800-854-7771).

PROCEDURE FOR REFERRAL:

- Call **ACCESS Center at 1-800-854-7771** for Referral and provide patient's information.
- The ACCESS Center will enter the patient information in the system and provide a clinic (either DMH clinic or DMH contacted provider) near patient's location.
- The clinic usually will reach out within 3 days or patient can call the clinic.

Specialized Information and Referral

PROVIDER: [LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH - ADMINISTRATION](#)

The department is responsible for developing a comprehensive mental health service system for the people of all ages in Los Angeles County. Priority for service is given to people eligible for public benefits who are severely and/or chronically mentally ill and who cannot obtain care through the private sector. There are no geographic restrictions.

The administrative office provides centralized intake, community mental health education, Medi-Cal prior authorization, specialized information and referral, technical assistance. It administers the County's managed care mental health plan for Medi-Cal recipients, and receives mental health facility complaints through an in-house representative of the Department of Consumer Affairs. Direct client services are provided through directly-operated Department of Mental Health clinics and by private contractors.

The department operates an on-site Peer Resource Center which provides mental health drop in services for people of all ages. Staff and peer volunteers provide information and link individuals to services including health and mental health services; food, clothing and hygiene supplies; transportation; temporary shelter or housing services; assistance with public benefits; legal services; education and job training; and volunteer and employment opportunities.

The department provides centralized intake and specialized information and referral for mental health services. It provides community mental health education through publications and speakers and mental health-related technical assistance for community organizations, and public and private agencies.

The School Threat Assessment Response Team (START) program provides training and program consultation, early screening and identification, assessment, intervention and case management and monitoring for school districts and parent groups. The program is designed to improve understanding about the behaviors and characteristics of school shooters, as well as situational awareness to improve campus safety. START collaborates with law enforcement to assess and response to threats of violence. Program staff may also provide post-intervention services including case management, linkage and follow-up.

The Medi-Cal Inpatient Consolidation Program (formerly called the TAR Program) is for Medi-Cal provider hospitals that contract with the department.

The department administers the county's managed care program for Medi-Cal recipients. Services include inpatient and outpatient specialty mental health services. This office accepts complaints from beneficiaries; enrolls and issues credentials to providers who wish to participate in the plan; and oversees a network of local programs

that provide intake and referral.

The services provided by the department's Access Line include crisis intervention and referral to DMH programs for case management, diagnosis, inpatient and outpatient treatment, involuntary hospitalization, medication management, mobile psychiatric emergency teams (PMRT), psychiatric evaluation, socialization programs, independent living skills training, and assistance with community placement.

Access Line staff also handle after-hours calls to the Patients' Rights Line. Specialized services are available for homeless chronically-mentally ill; Spanish-speaking, Asian/Pacific Islander and American Indian people; and for youth. The department also administers the Patient's Rights Advocate program and the Public Guardian program. For information about specific types of services or those available in a certain geographical area see the separate program entries.

Through their Emergency Outreach Bureau the department also provides post disaster crisis counseling. It responds to the psychological needs of first responders and their families, victims and their families, the community at large. APPLICATION PROCEDURE Call or walk into the Peer Resource Center for assistance.

The Access Line operates 24 hours, seven days a week, including all holidays. Managed care clients are enrolled by providers when they apply for service.

Email START@dmh.lacounty.gov for information or to apply for the START program. FEES/PAYMENT SOURCE There are no fees for community education, information and referral or for the START program; see separate entries for direct service fees.

Address

550 S. Vermont Ave., 11th Fl.
Los Angeles , CA 90020 (Physical)

DMH GET HELP: <https://dmh.lacounty.gov/get-help-now/>
FOR 24/7 HELP, PLEASE CALL OUR HELP LINE AT [\(800\) 854-7771](tel:8008547771)

The DMH Help Line serves as the primary entry point for mental health services with the Los Angeles County Department of Mental Health. Services provided by our staff include:

- Mental health screening and assessment
- Referral to a service provider
- Crisis counseling
- Mobilizing field response teams
- Linkages to other resources

ADDITIONAL HELP LINES AND RESOURCES:

- [Crisis Text Line](#): Text LA to [741741](tel:741741)

Connect with a trained crisis counselor to receive free crisis support via text message.

- [National Suicide Prevention Lifeline](#): [\(800\) 273-8255](tel:8002738255)

The National Suicide Prevention Lifeline connects you with a crisis center closest to your location. Your call will be answered confidentially by a trained crisis worker who will listen empathetically, work to ensure that you feel safe, and help identify options and information about mental health services in your area.

- [Disaster Distress Helpline](#): [\(800\) 985-5990](tel:8009855990)

The Substance Abuse and Mental Health Services Administration's (SAMHSA) Disaster Distress Helpline provides crisis counseling and support to people experiencing emotional distress related to natural or human-caused disasters.

- [Trevor Project Lifeline](#): [\(800\) 788-7386](tel:8007887386)

The TrevorLifeline provides support to LGBTQ youths and allies in crisis or in need of a safe and judgment-free place to talk.

- [Substance Abuse Service Helpline](#): [\(844\) 804-7500](tel:8448047500)

Operated by the Los Angeles County Department of Public Health, this hotline provides screening, resources and service referrals regarding substance use disorders.

- [211 LA County](#): Dial [2-1-1](#) within Los Angeles County
211 LA County is the hub for all types of health, human and social services in Los Angeles County, providing callers with information and referrals to the services that best meet their needs.
- [Los Angeles Homeless Outreach Portal \(LA-HOP\)](#)
Operated by the Los Angeles Homeless Services Authority (LAHSA), LA-HOP is designed to assist people experiencing homelessness by dispatching homeless outreach teams throughout Los Angeles County.
- [L.A. Found](#): [\(833\) 569-7651](#) or LAFound@wdacs.lacounty.gov
L.A. Found is a countywide initiative to help locate individuals who wander due to dementia, Alzheimer's, autism or other cognitive impairing conditions. [Watch this video to learn more about L.A. Found.](#)
- [National Alliance on Mental Illness \(NAMI\): \(800\) 950-6264](#)
NAMI is the nation's largest grassroots mental health organization dedicated to building better lives for the millions of Americans affected by mental illness.
- Los Angeles County NAMI Chapters
 - [NAMI Antelope Valley](#)
 - [NAMI Greater LA County](#)
 - [NAMI East San Gabriel Valley](#)
 - [NAMI Glendale](#)
 - [NAMI Long Beach](#)
 - [NAMI Pomona Valley](#)
 - [NAMI San Fernando Valley](#)
 - [NAMI San Gabriel Valley](#)
 - [NAMI South Bay LA County](#)
 - [NAMI Whittier LA County](#)
 - [NAMI Urban Los Angeles](#)
 - [NAMI Westside Los Angeles](#)

SERVICE AREA NAVIGATORS

The Los Angeles County Department of Mental Health Stakeholder group unanimously supported the creation of Service Area Navigator Teams that would, across age groups, assist individuals and families in accessing mental health and other supportive services and network with community-based organizations in order to strengthen the array of services available to clients of the mental health system.

Some specific navigation tasks include:

- Engaging with people and families to quickly identify currently available services, including supports and services tailored to the particular cultural, ethnic, age and gender identity if those seeking them
- Recruiting community-based organizations and professional service providers to become part of an active locally-based support network for people in the Service Area, including those most challenged by mental health issues
- Following-up with people with whom they have engaged to ensure that they have received the help they need
- Using information technology and other means to map and keep up to date about the current availability of services and supports in the Service Area
- Engaging in joint planning efforts with community partners, including community-based organizations, other County Departments, intradepartmental staff, schools, health service programs, faith based organizations, self-help and advocacy groups, with the goal of increasing access to mental health services and strengthening the network of services available to clients in the mental health system
- Promoting awareness of mental health issues, and the commitment to recovery, wellness and self-help

COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
Countywide Full Service Partnership (FSP) Administration
Service Area Navigator Contacts and Impact Unit Coordinators

Service Area & Supervisors	Child (0-15)	TAY (16-25)	Adult (26+)	Service Area Consumer & Family Advocates
1 Cindy Ferguson (661) 223-3842 Fax (661) 537-2937	Salem Redding (661) 223-3816 C: (213) 494-8123 Fax (661) 537-2937	Salem Redding (661) 223-3816 C: (213) 494-8123 Fax (661) 537-2937	Angela Coleman (661) 223-3813 Fax (661) 537-2937	
2 Michelle Rittel (Child) (818) 610-6737 Fax (818) 347-8738	Fang (Colin) Xie (818) 610-6729 Nancy Garcia (818) 610-6739 Fax (818) 347-8738	Fang (Colin) Xie (818) 610-6729 Nancy Garcia (818) 610-6739 Fax (818) 347-8738	Darrell Scholte (818) 610-6705 Michele Renfrow (818) 610-6724 Fax (818) 347-8736	Lucinda Mansfield (818) 610-6700 Rima Safaryan (818) 610-6700 Fax (818) 347-8736
3 Rosalba Trias-Ruiz (Child & TAY) (626) 430-2919 Eugene Marquez (Adult) (626) 430-2915 Fax (626) 331-0121	Vanessa Torres (626) 430-2948 Fax (626) 331-0121	Socorro Ramos (626) 430-2949 Fax (626) 331-0121	Eugene Marquez (626) 430-2915 Fax (626) 331-0121	
4 Nancy Weiner (213) 922-8120 Main: (213) 922-8122 Fax (213) 680-3225	Luz Smith (213) 922-8123 Fax (213) 680-3225	Hannah Lee (213) 922-8141 Fax (213) 680-3225	Phyllis Moore-Hayes (213) 922-8129 William Ortega (213) 739-5442 Fax (213) 680-3225	Erica Loberg (213) 922-8136 Fax (213) 680-3225
5 Gwendolyn Davis (Adult) (310) 482-6613 Fax (626) 331-0121 Fax (310) 313-0813	Jacqueline Finch (310) 482-6610 Bethlehem Assefa, Sup. © (213) 305-3420 Fax (310) 313-0813	Jacqueline Finch (310) 482-6609 Bethlehem Assefa, Sup. © (213) 305-3420 Fax (310) 313-0813	Samantha Howard 310) 482-6612 Adriana V. Guzman 310-482-6616 Fax (310) 313-0813	
6 Billie Scott (310) 668-4833 Fax (310) 223-0914	Margarita Cabrera (310) 668-4374 Fax (310) 223-0914	Gerri Washington (213) 598-0970 Fax (562) 929-4932	Perla Cabrera (310) 668-4902 Fax (310) 223-0914 Dawnette Anderson (310) 668-5069 Fax (310) 668-4498	Eron Johnson (310) 668-4170 Fax (310) 668-4498
7 Norma Salazar (213) 924-3982 Fax (213) 384-0729	Cheryl Lopez (213) 738-2900 Fax (213) 384-0729	Cheryl Lopez (213) 738-2900 Fax (213) 384-0729	Alicia Ibarra (213) 738-6150 Fax (213) 384-0729	
8 Chad Brinderson (213) 276-5503 Main: 562-256-7717 Fax (562) 290-1230	April Hagerty (562) 256-1280 Fax (562) 290-1230	Mary Marroquin (562) 256-1277 Fax (562) 290-1230	Jenny Nguyen (562) 256-1278 Trisha Deeter (562) 256-1279 Fax (562) 290-1230	
Countywide Authorization Contact	Emi Bojan (213) 639-6734 Fax (213) 427-6178	Karen Sidney (213) 738-2027 Fax (213) 351-6571	Emi Bojan (213) 639-6734 Fax (213) 427-6178	



SERVICE AREA 2 – SAN FERNANDO VALLEY

OLIVE VIEW URGENT COMMUNITY CARE SERVICES

14659 Olive View Dr.,

Sylmar, CA 91342

Ph: (818) 485-0888

Program Director: James Coomes, LCSW

SERVICE AREA 4 – DOWNTOWN

(EASTSIDE) EXODUS URGENT CARE CENTER

1920 Marengo Street

Los Angeles, CA 90033

Ph: (323) 276-6400

Fax: (323) 276-6498

Program Director: Rexford Manuel, RN

<https://www.exodusrecovery.com/l-a-eastside-ucc/>

SERVICE AREA 5 – WEST LOS ANGELES

(WESTSIDE) EXODUS URGENT CARE CENTER

11444 W. Washington Blvd. STE D

Los Angeles, CA 90066-6024

Ph: (310) 253-9494

Fax: (310) 253-9495

Program Director: Tim Vu, RN

<https://www.exodusrecovery.com/urgent-care-center-ucc-westside/>

SERVICE AREA 6 – SOUTH LOS ANGELES

MLK Urgent Care Center by Exodus

12021 S. Wilmington Ave.

Los Angeles, CA 90059

Ph: (562) 295-4617

Intake: 1-800-829-3923

Program Director: Jan Toler, RN

<https://www.exodusrecovery.com/urgent-care-center-mlk/>

SERVICE AREA 8 – SOUTH

LA CASA MENTAL HEALTH URGENT CARE CENTER

6060 Paramount Blvd.

Long Beach, CA 90805

Ph: (562) 630-8672

Fax: (562) 529-2463

Program Director: Jan Malinowsky

<http://www.telecarecorp.com/mental-health-urgent-care-center/?rq=urgent%20care>

AB109 PROBATION

If you are on AB109 Probation, please contact your Probation Officer directly, or go to your assigned hub to be referred to a mental health clinic near you.

Antelope Valley Area Office: 43423 Division St., Suite 401, Room 112, Lancaster, CA 93535; (661) 471-1900 or (661) 471-1901

East San Fernando Valley Office: 13557 Van Nuys Blvd., Pacoima, CA 91331; (818) 485-0050

Pomona Valley Area Office: 1660 W. Mission Blvd., Pomona, CA 91766; (909) 469-4507

South Los Angeles Office: 236 E. 58th St., Los Angeles, CA 90011; (323) 238-1000

PAROLE

If you are on Parole, please contact your Parole Agent directly to be referred to a mental health provider. If you do not know your Parole Agent's information, you can contact the Court Unit at the Parole Outpatient Clinic **(626) 527-3005**.

EMERGENCY PSYCH MEDICATION REFILLS

If you are prescribed psychiatric medications, it is advised that you schedule an intake at a mental health clinic 30 days in advance to avoid running out of medications. However, if you need an urgent refill, you can go to the locations listed below. *All accept Medi-Cal and uninsured patients.*

(SPA 2) Olive View Community Mental Health Urgent Care Walk-In Hours: Monday-Friday 8am-7pm; Saturday 9am-5:30pm
14659 Olive View Dr., Sylmar, CA 91342 (818) 485-0888

(SPA 4) Exodus Mental Health Urgent Care: Eastside
Walk-In Hours: Monday-Friday 6am-5pm; Sat/Sun 6am-3pm
1920 Marengo St., Los Angeles, CA 90033
(323) 276-6400 or (800) 829-3923

(SPA 5) Exodus Mental Health Urgent Care: Westside
Walk-In Hours: 7am-5pm (7 days per week)
11444 W. Washington Blvd., Los Angeles 90066
(310) 253-9494 or (800) 829-3923

(SPA 6) Exodus Mental Health Urgent Care: MLK
Walk-In Hours: Monday-Friday 8am-4pm
12021 S. Wilmington Ave. Los Angeles 90059
(562) 295-4617 or (800)-829-3923

(SPA 8) Exodus Mental Health Urgent Care: Harbor-UCLA
Walk-In Hours: Monday-Friday (8am-4pm)
1000 W. Carson St. Bldg. #2, Torrance CA 90502
(424) 405-5888 or (800)-829-3923

(SPA 8) Mental Health Urgent Care of Long Beach
Walk-In Hours: Monday-Friday 8am-7pm
6060 Paramount Blvd., La Casa Bldg., Long Beach 90805
(562) 630-8672 or (562) 790-1860

(SPA 8) Star View Behavioral Health Urgent Care
Walk-In Hours: 7 days per week 8am-8pm
3210 Long Beach Blvd., Long Beach 90807 (562) 548-6565

24-HOUR HOTLINES

DMH ACCESS Center (800) 854-7771
Offers information regarding mental health services and referrals to local mental health services. It is also a crisis hotline for mental health concerns.

NAMI (National Alliance on Mental Illness) (800)-950-6264
Free service that provides information, referrals and support to people living with a mental health condition, family members and caregivers, mental health providers and the public.

**National Domestic Violence Hotline/
Linea de Ayuda Violencia Domestica** (800) 799-SAFE (7233)
www.ndvh.org

**National Suicide Prevention Lifeline/
Lines de Ayuda Para Prevencion del Suicidio** (800) 273-TALK (8255)
www.suicidepreventionlifeline.org

LGBT National Hotline (888) 843-4564
Crisis Intervention and Suicide Hotline for LGBT Youth and Adults

Trans Lifeline (877) 565-8860
Staffed by transgender people, for transgender people; crisis intervention and suicide hotline

The Trevor Project (866) 488-7386
Peer-led crisis intervention and Suicide Hotline for LGBTQ

Veterans Crisis Line (800)-273-TALK (8255) – Press 1

IMPORTANT PHONE NUMBERS

211 LA County Dial 2-1-1
Provides information and referrals for health and human services, like legal services, food banks, shelters, clothing, etc.

Substance Abuse Services Hotline (SASH) (844) 804-7500
Provides linkage to residential and outpatient substance use treatment in Los Angeles County.

Whole Person Care Call Center (844) 804-5200
Helpline for WPC participants to reconnect with your Community Health Worker or for program inquiries.

Revised 6/21/2019

Prepared by Elevation Health Partners



Health Services
LOS ANGELES COUNTY

GUIDE TO OUTPATIENT MENTAL HEALTH SERVICES

Where to go for
Treatment & Medication Refills

DMH ACCESS Center
(800) 854-7771



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MENTAL HEALTH OUTPATIENT CLINICS

**NOTE: Most of the clinics listed offer walk-in hours.
Please call to confirm the clinic is accepting new patients.**

*directly-operated DMH clinic

Service Area 1 (Antelope Valley)

***Antelope Valley Mental Health Center** (661) 723-4260
349 A-East Avenue K-6, Lancaster, CA 93535

***Palmdale Mental Health Center** (661) 575-1800
1529 E. Palmdale Blvd., Suite 150, Palmdale, CA 93550

Tarzana Treatment Center (661) 726-2630
44447 10th Street W, Lancaster, CA 93534

Service Area 2 (San Fernando and Santa Clarita Valleys)

Center for Family Living (818) 901-4854
14545 Sherman Circle, Van Nuys, CA 91405

Cornerstone (818) 901-4836
14660 Oxnard Street, Van Nuys, CA 91405

El Centro De Amistad (818) 898-0223
566 S. Brand Blvd., San Fernando, CA 91340

Hillview Mental Health Center (818) 896-1161
12450 Van Nuys Blvd., Suite 200, Pacoima, CA 91331

MacDonald Carey East Valley MHC (818) 908-3855
11631 Victory Blvd., Suite 203, North Hollywood, CA 91606

San Fernando Community Mental Health Center (818) 901-4854
14545 Sherman Circle, Van Nuys, CA 91450

***San Fernando Mental Health Center** (818) 832-2400
10605 Balboa Blvd., Suite 100, Granada Hills, CA 91344

***Santa Clarita Valley Mental Health Center** (661) 288-4800
23501 Cinema Drive, Suite 210, Valencia, CA 91355

Tarzana Treatment Center
18646 Oxnard St., Tarzana, CA 91356 (818) 996-1051
7101 Baird Ave, Reseda CA 91335 (818) 342-5897

Verdugo Mental Health Center (Didi Hirsch) (818) 244-7257
1540 East Colorado Street, Glendale, CA 91205

***West Valley Mental Health Center** (818) 407-3200
20151 Nordhoff St., Chatsworth 91311

Service Area 3 (San Gabriel Valley)

***Arcadia Mental Health Center** (626) 821-5858
330 East Live Oak Avenue, Arcadia, CA 91006

BRIDGES Wellness Center (626) 350-5304
11927 Elliott Avenue, El Monte, CA 91732

***East San Gabriel Valley Mental Health Center** (626) 430-2900
1359 N. Grand Ave., Covina, CA 91724

ENKI La Puente (626) 961-8971
160 South Seventh Avenue, La Puente, CA 91744

Northeast Mental Health Center (323) 478-8200
5321 Via Marisol, Los Angeles, CA 90042

Pacific Clinics (age 26+)
1517 W Garvey Ave N, West Covina, CA 91790 (626) 962-6061
Additional locations in SPA 3 available for TAY, call Pacific Clinics
Access Center for info: (877) 722-2737

Tri-City Mental Health Center (909) 623-6131
2008 N. Garey Avenue, Pomona, CA 91767

Service Area 4 (Metro Los Angeles)

AIDS Project Los Angeles (213) 201-1600
611 S. Kingsley Drive, Los Angeles, CA 90005

Alcott Center for Mental Health (310) 785-2121
1433 S. Robertson Blvd., Los Angeles, CA 90035

Amanecer Community Counseling Services (213) 416-1106
1200 Wilshire Blvd. Suite 210, Los Angeles, CA 90017

Asian Pacific Counseling & Treatment Centers (213) 252-2100
520 S. Lafayette Park Place, Suite 300, Los Angeles, CA 90057

***Downtown Mental Health Center** (213) 430-6700
529 S. Maple Avenue, Los Angeles, CA 90013

***Hollywood Mental Health Center** (323) 769-6100
1224 Vine Street, Los Angeles, CA 90038

Los Angeles LGBT Center (323) 993-7400
1625 N. Schrader Boulevard, Los Angeles, CA 90028

***Men's Community Reintegration Program** (213) 673-3002
631 Maple Ave., Los Angeles, CA 90013

***Northeast Mental Health Center** (323) 478-8200
5321 Via Marisol, Los Angeles, CA 90042

Service Area 5 (West LA)

Didi Hirsch Community Mental Health Center (310) 390-6612
4760 S. Sepulveda Blvd., Culver City, CA 90230

***Edelman Westside Mental Health Center** (310) 966-6500
11080 West Olympic Blvd., 4th Floor, Los Angeles, CA 90064

SCHARP's Oasis House (323) 751-2677
5201 S. Vermont Avenue, Los Angeles, CA 90037

Service Area 6 (South LA)

***Augustus F. Hawkins Mental Health Center** (310) 668-4272
1720 East 120th Street, Los Angeles, CA 90059

***Compton Family Mental Health Center** (310) 668-6800
921 E. Compton Blvd, Compton, CA 90221

Kedren Community Health Center (323) 233-0425
Adult Outpatient: 4211 South Avalon Blvd, Los Angeles, CA 90011

Kedren AB109 Program: 3761 Stocker St., Suite 211, Los Angeles, CA 90008 (no walk-ins allowed, need referral from Probation hub) (323) 233-0425 ext. 1574

***West Central Mental Health Center** (323) 298-3618
3751 Stocker Street, Los Angeles, CA 90008

***Women's Community Reintegration Services** (323) 525-6400
8300 South Vermont Avenue, Los Angeles, California 90044

Service Area 7 (Southeast LA)

Alma Family Service (323) 881-3799
4701 East Cesar Chavez, Los Angeles, CA 90022

American Indian Counseling Center (562) 402-0677
17707 S. Studebaker Road, Cerritos, CA 90703

***Centro De Bienstar** (323) 826-6300
2677 Zoe Ave. Suite 301, Huntington Park, CA 90255

***Rio Hondo Community Mental Health Center** (562) 402-0688
17707 S. Studebaker Rd., Cerritos, CA 90703

***Roybal Family Mental Health Center** (323) 267-3400
4701 Cesar Chavez Avenue, 2nd Floor, Los Angeles, CA 90022

***San Antonio Mental Health Center** (323) 584-3700
2629 Clarendon Avenue, Huntington Park, CA 90255

Service Area 8 (South Bay)

1736 Family Crisis Center (323) 737-3900
2116 Arlington Avenue, Los Angeles, CA 90018

***Coastal Asian Pacific Islander Family** (310) 217-7312
14112 S. Kingsley Dr., Gardena CA 90249

Didi Hirsch Community Mental Health Center (310) 677-7808
323 N. Prairie Ave. Suite 350, Inglewood, CA 90301

***Harbor-UCLA Mental Health Center** (310) 222-3151
1000 W. Carson Street, Bldg. D-5, Torrance, CA 90509

LGBTQ Center Long Beach (562) 434-4455
2017 E. 4th Street, Long Beach, CA 90814

***Long Beach Asian Pacific Mental Health Center** (562) 346-1100
4510 E. Pacific Coast Highway Suite 600, Long Beach, CA 90804

***Long Beach Mental Health Center** (562) 256-2900
2600 Redondo Ave. 3rd Fl., Long Beach, CA 90806

***San Pedro Mental Health Center** (310) 519-6100
150 W. 7th Street, San Pedro, CA 90731

***South Bay Mental Health Center** (323) 241-6730
2311 West El Segundo Blvd., Hawthorne, CA 90250

Tarzana Treatment Center (562) 428-4111
2101 Magnolia Ave. Long Beach, CA 90806

The Village-Mental Health America, Long Beach (562) 437-6717 456
Elm Avenue, Long Beach, CA 90802

Are you one of the
20 million
 who struggle with alcohol
 or drug addiction
 and need Substance Use
 Disorder treatment?¹

Does This Happen to You?

- Do you feel your alcohol or drug use is holding you back or negatively affecting your relationships, work, school, or home life?
- Are you using more alcohol or drugs than you want to, or is it difficult to cut down or control your substance use?
- Have you been told that you should stop drinking or doing drugs, or that you should do them less often?
- Do you feel physically sick or unwell when you stop using alcohol or drugs?

If you checked any of the boxes above, we can help!

What Happens When I Call?

- We have a team available 24 hours a day, 7 days a week to answer your call.
- We will ask you questions about your alcohol and/or drug use, to help you decide if you need treatment.²
- We will help you learn your options and find a provider that meets your specific needs.²

SUBSTANCE ABUSE SERVICE HELPLINE

 **1.844.804.7500**

CALL ANYTIME TOLL-FREE!

Am I Eligible?

Youth and adults can access **no-cost**³ substance use treatment services at any provider in the network if you meet the following criteria:

- You are a resident of Los Angeles County; and
- You are eligible for Medi-Cal³, My Health LA or other select County-funded programs.

What Services Are Available?⁴

- | | | | |
|----------------------------------|---------------------------------------|---------------------------------|-----------------------------|
| ✓ Outpatient Treatment | ✓ Case Management | ✓ Withdrawal Management (Detox) | ✓ Recovery Support Services |
| ✓ Intensive Outpatient Treatment | ✓ Medications for Addiction Treatment | ✓ Residential Treatment | ✓ Recovery Bridge Housing |



² Services are available to meet your language, cultural, location, and other service preference needs. In some cases, parents/guardians can also make the call on behalf of a minor in need.
³ A share-of-cost may be required for some Medi-Cal eligible individuals.
⁴ Some services and treatments require pre-authorization for eligible youth and adults.

¹ <https://www.samhsa.gov/disorders/substance-use>

How to identify an opioid overdose:

Look for these common signs:

- The person won't wake up even if you shake them or say their name
- Breathing slows or even stops
- Lips and fingernails turn blue or gray
- Skin gets pale, clammy

In case of overdose:

1 Call 911 and give naloxone

If no reaction in 3 minutes, give second naloxone dose

2 Do rescue breathing or chest compressions

Follow 911 dispatcher instructions

3 After naloxone

Stay with person for at least 3 hours or until help arrives

NARCAN[®] (naloxone HCl) NASAL SPRAY

QUICK START GUIDE Opioid Overdose Response Instructions

Use NARCAN Nasal Spray (naloxone hydrochloride) for known or suspected opioid overdose in adults and children.

Important: For use in the nose only.

Do not remove or test the NARCAN Nasal Spray until ready to use.

1 Identify Opioid Overdose and Check for Response

Ask person if he or she is okay and shout name.

Shake shoulders and firmly rub the middle of their chest.

Check for signs of opioid overdose:

- Will not wake up or respond to your voice or touch
- Breathing is very slow, irregular, or has stopped
- Center part of their eye is very small, sometimes called "pinpoint pupils"

Lay the person on their back to receive a dose of NARCAN Nasal Spray.



2 Give NARCAN Nasal Spray

Remove NARCAN Nasal Spray from the box.

Peel back the tab with the circle to open the NARCAN Nasal Spray.



Hold the NARCAN nasal spray with your thumb on the bottom of the plunger and your first and middle fingers on either side of the nozzle.



Gently insert the tip of the nozzle into either nostril.

- Tilt the person's head back and provide support under the neck with your hand. Gently insert the tip of the nozzle into **one nostril**, until your fingers on either side of the nozzle are against the bottom of the person's nose.



Press the plunger firmly to give the dose of NARCAN Nasal Spray.

- Remove the NARCAN Nasal Spray from the nostril after giving the dose.

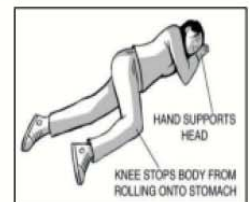


Get emergency medical help right away.

Move the person on their side (recovery position) after giving NARCAN Nasal Spray.

Watch the person closely.

If the person does not respond by waking up, to voice or touch, or breathing normally another dose may be given. NARCAN Nasal Spray may be dosed every 2 to 3 minutes, if available.



3 Call for emergency medical help, Evaluate, and Support

Repeat Step 2 using a new NARCAN Nasal Spray to give another dose in the other nostril. If additional NARCAN

Department of Public Health - Substance Abuse Prevention and Control: Medication Assisted Treatment Providers - PLEASE CALL AHEAD TO CONFIRM HOURS

Agency	Address	Telephone	Hours of Operation	Medications
Addiction Research & Treatment www.medmark.com	1926 W. Beverly Boulevard Los Angeles, CA 90057	(213) 353-1140	Mon-Fri: 5:30am-1:30pm Sat&Sun: 7am-11am	Buprenorphine Methadone
Addiction Research & Treatment www.medmark.com	1701 Zonal Avenue Los Angeles, CA 90033	(323) 223-6298	Mon,Tue,Thu,Fri: 5:30am-1:30 pm Wed: 6am-1:30pm; Sat&Sun: 6am-10am	Buprenorphine Methadone
Addiction Research & Treatment www.medmark.com	15229 East Amar Road La Puente, CA 91744	(626) 855-5090	Mon-Fri: 5:30am-1:30pm Sat&Sun: 6am-10am	Methadone
Addiction Research & Treatment www.medmark.com	4920 S. Avalon Boulevard Los Angeles, CA 90011	(323) 235-5035	Mon-Fri: 6am-2pm Sat&Sun: 7am-11am	Buprenorphine Methadone
Addiction Research & Treatment www.medmark.com	11682 Atlantic Avenue Lynwood, CA 90262	(310) 537-5883	Mon-Fri: 5:30am-1:30pm Sat&Sun: 5:30am-9am	Buprenorphine Methadone
Addiction Research & Treatment www.medmark.com	11900 Avalon Blvd, Suite 200 Los Angeles, CA 90061	(323) 242-0500	Mon-Fri: 6am-10am Sat&Sun: 5:30am-2m	Buprenorphine Methadone
Aegis Treatment Centers, LLC http://aegistreatmentcenters.com	11041 East Valley Boulevard El Monte, CA 91731	(626) 442-4177	Mon-Fri: 5am-1:30pm Sat&Sun: 6am-10am	Buprenorphine Methadone
Aegis Treatment Centers, LLC http://aegistreatmentcenters.com	1825 East Thelborn Street West Covina, CA 91791	(626) 915-3844	Mon-Fri: 5am-1:30pm Sat&Sun: 6am-10am	Buprenorphine Suboxone, Methadone
Aegis Treatment Centers, LLC http://aegistreatmentcenters.com	1050 N Garey Avenue Pomona, CA 91767	(909) 623-6391	Mon-Fri: 5am-1:30pm Sat&Sun: 5am-9am	Buprenorphine Methadone
Aegis Treatment Centers, LLC http://aegistreatmentcenters.com	614 W. Manchester Blvd Suites 103, 104 & 105 Inglewood, CA 90301	(310) 412-0879	Mon-Fri: 5am-1:30pm Sat&Sun: 6:30am-10:30am	Buprenorphine Methadone
Aegis Treatment Centers, LLC http://aegistreatmentcenters.com	1322 North Avalon Boulevard Wilmington, CA 90744	(310) 513-1300	Mon-Fri: 5am-6:30pm Sat&Sun: 6am-10am	Buprenorphine Methadone
Aegis Treatment Centers, LLC http://aegistreatmentcenters.com	14240 East Imperial Highway La Mirada, CA 90639	(562) 946-1587	Mon-Fri: 5am-1:30pm Sat&Sun: 6am-10am	Buprenorphine Methadone
Aegis Treatment Centers, LLC http://aegistreatmentcenters.com	1450 N. Lake Avenue, Ste. 150 Pasadena, CA 91104	(626) 794-1161	Mon-Fri: 6:30am-3pm Sat&Sun: 7am-11am	Buprenorphine Methadone
American Health Services, LLC www.americanhealthservices.org	717 Lincoln Boulevard Venice, CA 90201	(310) 399-9883	Mon-Fri: 6am-2:30pm Sat&Sun: 9:30am-11am	Methadone
American Health Services, LLC www.americanhealthservices.org	5015 W. Pico Boulevard Los Angeles, CA 90019	(323) 653-1677	Mon-Fri: 6am-2:30pm Sat&Sun: 7am-11am	Methadone
American Health Services, LLC www.americanhealthservices.org	6265 Sepulveda Blvd, Suite 9 Van Nuys, CA 91411	(818) 779-0555	Mon-Fri: 5:30am-2pm Sat&Sun: 7am-10am	Methadone
American Health Services, LLC www.americanhealthservices.org	21505 Norwalk Boulevard Hawaiian Gardens, CA 90716	(562) 916-7581	Mon-Fri: 5am-1:30pm Sat&Sun: 7am-10am	Methadone
American Health Services, LLC www.americanhealthservices.org	2720 East Palmdale Boulevard Suites 129, 130, 131 Palmdale, CA 93550	(661) 947-3333	Mon-Fri: 6am-2:30pm Sat&Sun: 7am-11am	Methadone

Department of Public Health - Substance Abuse Prevention and Control: Medication Assisted Treatment Providers - PLEASE CALL AHEAD TO CONFIRM HOURS

El Dorado Community Service Center www.americanhealthservices.org	5200 San Gabriel Pl., Ste. A-C Pico Rivera, CA 90660	(562) 222-1331	Mon-Fri: 5:30am-2pm Sat&Sun: 7:45am-9:30am	Buprenorphine Methadone
El Dorado Community Service Center www.americanhealthservices.org	4450 W. Century Boulevard Inglewood, CA 90304	(310) 671-9294	Mon-Fri: 6am-2:30pm Sat&Sun: 8:30am-9:30am	Buprenorphine Methadone
El Dorado Community Service Center www.americanhealthservices.org	4023 Marine Avenue Lawndale, CA 90260	(310) 675-9555	Mon-Fri: 6am-2:30pm Sat&Sun: 7am-8am	Buprenorphine Methadone
El Dorado Community Service Center www.americanhealthservices.org	24625 Arch Street Newhall, CA 91321	(661) 288-2644	Mon-Fri: 6am-2:30pm Sat&Sun: 7:30am-8:30am	Buprenorphine Methadone
Narcotic Addiction Treatment Agency https://www.nataclinic.com	8741 Laurel Canyon Boulevard Sun Valley, CA 91352	(818) 768-5525	Mon-Thu: 6am-4pm, Fri: 6am-2:30pm Sat&Sun: 8am-12pm	Methadone
Narcotic Prevention Association www.nppclinic.net	942 S. Atlantic Blvd, Suite 100 Los Angeles, CA 90022	(323) 263-9700	Mon-Fri: 5am-2pm Sat&Sun: 6am-10am	Methadone
Tarzana Treatment Centers www.tarzanatc.org	18646 Oxnard Street Tarzana, CA 91356	(800) 996-1051	Mon,Wed,Fri: 8:30am-6pm Tue&Thu: 8:30am-7pm Sat&Sun: 8:30am-2pm	Methadone Suboxone Vivitrol
Tarzana Treatment Centers www.tarzanatc.org	320 East Palmdale Boulevard Palmdale, CA 93550	(661) 729-9000 Ext. 4410	Mon-Fri: 6am-1:30pm Sat: 7am-11am	Methadone Suboxone
Tavarua Medical Rehabilitation Services D.B.A. Azusa Medical & Mental Health Services; www.americanhealthservices.org	474 South Citrus Avenue Azusa, CA 91702	(626) 858-9500	Mon-Fri: 5:30am-2pm Sat&Sun: 7am-9am	Buprenorphine Methadone
Transcultural Health Development	117 East Harry Bridges Blvd Wilmington, CA 90744	(310) 549-8383	Mon-Fri: 5am-1:30pm Sat&Sun: 6am-9am	Buprenorphine Methadone
West County Medical Clinic www.americanhealthservices.org	100 East Market Street Long Beach, CA 90805	(562) 428-4222	Mon-Fri: 5am-1:30pm Sat&Sun: 7am-11am	Buprenorphine Methadone
West County Medical Clinic www.americanhealthservices.org	2272 Pacific Avenue, Suite A Long Beach, CA 90806	(562) 427-8018	Mon-Fri: 6am-2:30pm Sat&Sun: 7am-11am	Buprenorphine Methadone
Western Pacific Med-Corp	4838 Laurel Canyon Boulevard North Hollywood, CA 91607	(818) 506-4455	Mon-Fri: 5:45am-2:30pm Sat&Sun: 5:45am-9:30am	Buprenorphine Methadone
Western Pacific Med-Corp	14332 Victory Boulevard Van Nuys, CA 91401	(818) 989-1996	Mon-Fri: 5:45am-2:30pm Sat&Sun: 5:45am-9:30am	Buprenorphine Methadone
Western Pacific Med-Corp	9462 Van Nuys Boulevard Panorama City, CA 91402	(818) 891-8555	Mon-Fri: 5:45am-2:30pm Sat&Sun: 5:45am-9:30am	Buprenorphine Methadone
Western Pacific Med-Corp	7232 Canby Avenue, Suites 4-6 Reseda, CA 91353	(818) 705-5561	Mon-Fri: 5:45am-2:30pm Sat&Sun: 5:45am-9:30am	Buprenorphine Methadone
Western Pacific Med-Corp	11902 Rosecrans Blvd Suites A&D Norwalk, CA 90650	(562) 929-7188	Mon-Fri: 5am-1:45pm Sat&Sun: 5:45am-8:45am	Buprenorphine Methadone
Western Pacific Med-Corp	4544 San Fernando Rd, Suite 201 Glendale, CA 91204	(818) 956-3737	Mon-Fri: 5:45am-2:30pm Sat&Sun: 5:45am-9:30am	Buprenorphine Methadone
Western Pacific Med-Corp	45335 Sierra Highway Lancaster, CA 93534	(661) 949-8599	Mon-Fri: 5:45am-2:30pm Sat&Sun: 5:45am-9:30am	Buprenorphine Methadone

HELPFUL CONNECTIONS

You are not alone, call any of the hotlines below.

If you or someone you know is in danger of immediate harm, call 911



211 LOS ANGELES COUNTY

2-1-1

<http://www.211la.org/>

211 Youth Services Website: <https://www.211la.org/youth-portal/>

211 LA is the main source for providing information and referrals for all health and human services in LA County.

Trained Community Resource Advisors are available 24 hours a day to offer help with any situation, any time.

ADULT PROTECTIVE SERVICES ABUSE REPORT HOTLINE, LA COUNTY

(877) 477-3646

<https://wdacs.lacounty.gov/programs/aps/>

A 24-hour service program dedicated to investigating all situations involving seniors (age 65 and older), and dependent adults (age 18-64 and physically or mentally impaired) who are reported to be endangered by physical, sexual or financial abuse, isolation, neglect, or self-neglect.

CHILDHHELP NATIONAL CHILD ABUSE HOTLINE

(800) 422-4453

<https://www.childhelp.org/hotline/>

Dedicated to the prevention of child abuse. This 24-hour hotline provides crisis intervention and referrals to local social services and support resources.

COALITION TO ABOLISH SLAVERY AND TRAFFICKING (CAST) HOTLINE

(888) 539-237

(888) KEY-2-FREE

(213) 262-1727

<https://www.castla.org/>

A 24-hour service program dedicated to assisting persons trafficked for the purpose of forced labor and slavery-like practices, including sex trafficking, by providing and connecting individuals to legal services, mental health services, and shelters.

LA COUNTY DEPARTMENT OF CHILDREN AND FAMILY SERVICES CHILD PROTECTION

(800) 540-4000

For mandated child abuse and public reporting, including the commercial sexual exploitation of children (CSEC) available 24/7.

LA COUNTY DEPARTMENT OF MENTAL HEALTH ACCESS HOTLINE

(800) 854-7771

Entry point for mental health services in LA County including crisis evaluation teams, information and referrals, interpreter services and patient transport available 24/7. Call if you or someone you know needs mental health services.

LA COUNTY DOMESTIC VIOLENCE HOTLINE

(800) 978-3600

Provides 24-hour assistance to domestic violence survivors by connecting to local shelters and other support resources.

LA RAPE AND BATTERING HOTLINE

213-626-3393 (CENTRAL LOS ANGELES)

310-392-8381 (SOUTH LOS ANGELES)

626-793-3385 (WEST SAN GABRIEL VALLEY)

A 24/7 confidential non-judgmental resource where staff and volunteers are available to provide emotional support, advocacy, information and referrals.

Domestic Violence

Sexual Violence

Human Trafficking



For questions or concerns, contact the Office of Women's Health, Gender Based Violence Unit at GBV@ph.lacounty.gov

HELPFUL CONNECTIONS

You are not alone, call any of the hotlines below.

If you or someone you know is in danger of immediate harm, call 911

LGBT CENTER STOP DOMESTIC VIOLENCE PROJECT

(323) 860-5806

<https://lgbtcenter.org/health-services/mental-health/intimate-partner-domestic-violence>

Offers services by LGBT-domestic violence specialists, including certified domestic violence counselors and mental health professionals and attorneys who have been trained in LGBT-domestic violence issues.

LOVE IS RESPECT HOTLINE

(866) 331-9474

TEXT "LOVEIS" TO 22522

<https://www.loveisrespect.org/>

Available 24/7 to offer education, support and advocacy to teens and young adults, as well as their concerned friends and family members, who have questions or concerns about their dating relationships.

MALE SURVIVOR

NO HOTLINE

<https://www.malesurvivor.org/>

Provides information to male survivors of sexual abuse, including links to crisis services and therapists.

NATIONAL DOMESTIC VIOLENCE HOTLINE

(800) 799- SAFE (7233)

(800) 787- 3224 (TTY)

<https://www.thehotline.org/>

This 24/7 confidential hotline is available to survivors of intimate partner violence, their friends and family, and for people who are (or feel they are in danger of) causing harm to their partner. The hotline can connect you to local services.

NATIONAL HUMAN TRAFFICKING HOTLINE

(888) 373-7888

TEXT OPTION: 233733

<https://humantraffickinghotline.org/>

A 24-hour national anti-trafficking hotline and resource center with live chat and text options.

NATIONAL SUICIDE PREVENTION LIFELINE

(800) 273-8255

<https://suicidepreventionlifeline.org/>

Free and confidential support 24/7 for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals.

RAPE, ABUSE & INCEST NATIONAL NETWORK (RAINN) HOTLINE

(800) 656-HOPE

<https://www.rainn.org/>

This 24-hour confidential hotline routes callers to the nearest sexual assault service provider and provides sexual assault victims with local resources that can assist with next steps toward healing and recovery.

SUBSTANCE ABUSE SERVICE HELPLINE, LA COUNTY

(844) 804-7500

<http://publichealth.lacounty.gov/sapc/>

Delivery of a full spectrum of prevention, treatment, and recovery support services to reduce the impact of substance use, abuse, and addiction in Los Angeles County open 24 hours a day.

TEENLINE

(310) 855-HOPE OR TEXT "TEEN" TO 839863

<https://teenlineonline.org/>

Confidential teen-to-teen peer helpline that offers advice, referrals, crisis intervention and prevention.

 Domestic Violence

 Sexual Violence

 Human Trafficking



For questions or concerns, contact the Office of Women's Health
Gender Based Violence Unit at GBV@ph.lacounty.gov

Accessing DMH Services for Field Outreach Teams

Level of Need	Indicators	Disposition	Who to Call (Child, TAY and Adult)
Emergency	Acutely suicidal or homicidal At risk of immediate harm Mental illness creates barrier to securing food, shelter, clothing	Law Enforcement with DMH staff, or PMRT response	- 911 - ACCESS line: 800-854-7771 (24/7) - DMH Website: DMH.LACOUNTY.GOV Click "GET HELP NOW!"
Urgent High Acuity	Moderate to Severe mental health symptoms Medication evaluation needed History of non-engagement	Referral to an Urgent Care and/or Referral to FSP Referral to AOT	- ACCESS line: 800-854-7771 (24/7) - Provider Search: DMH.LACOUNTY.GOV Click "Provider Directory" or on your URL type: LOCATOR.LACOUNTY.GOV/DMH - Service Area Navigators (FSP gatekeepers) - AOT-LA: 213-738-2400
Routine Appointments and Prevention Services	Include: - Milder symptoms - Impairments in relationships, vocation, self-care or other life domain - Short term treatment - Maintenance - Expectation that proposed treatment can impact patient's condition	Directly Operated and Contracted OP clinics	Options: - DMH Website: DMH.LACOUNTY.GOV Click "GET HELP NOW!" - Provider Search/Service Locator: LOCATOR.LACOUNTY.GOV/DMH - Service Area Navigators (can assist with OP linkage if needed) - Applicable Managed Care Plan (Behavioral Health line on Member's ID card)

The ACCESS Line is now automated, and Callers have three options:

1. Mental health referrals and crisis services through the ACCESS Center (Press 1)
2. Emotional Support (Press 2)
3. Veteran or Military Family Member (Press 3)

Service Area Navigators

SA	Supervisors	Child Navigator	TAY Navigator	Adult and OA Navigator
1	T: 661-223-3842	T: 661-223-3816	T: 661-223-3816	T: 661-223-3813
2	T: 818-610-6737 T: 818-610-6705	T: 818-610-6729 T: 818-610-6739	T: 213-692-1639 T: 818-610-6739	T: 818-610-6705 T: 818-610-6724
3	T: 626-430-2915 T: 626-430-2919	T: 626-430-2948	T: 626-430-2949	T: 626-430-2915
4	T: 213-922-8120 T: 213-922-8122	T: 213-922-8123	T: 213-922-8132	T: 213-922-8129 T: 213-922-8139
5	T: 310-482-6613 T: 213-305-3420	T: 310-482-6610 T: 213-305-3420	T: 310-482-6609 T: 213-305-3420	T: 310-482-6612 T: 310-482-6616
6	T: 310-668-4833	T: 310-668-4374	T: 213-598-0970	T: 310-668-4902 T: 310-668-5069
7	T: 213-738-3499	T: 213-738-2900	T: 213-738-2900	T: 213-738-6150
8	T: 562-256-7717 T: 213-351-1966	T: 562-256-1280	T: 562-256-1277	T: 562-256-1278 T: 562-256-1279

Court Linkage Program - (linkage to: Community Reintegration Programs, MIST and AB 109): T: 626-403-4370

Countywide Specialty Services – Emergency Outreach and Triage Division (EOTD), including:

- School Threat Assessment and Response Team (START)
- Psychiatric Emergency Teams (PET)
- Veteran's Peer Access Network (VPAN)

Please contact the ACCESS line: **1-800-854-7771 (24/7)** for the programs above

Other offices: Public Guardian: T: 213-974-0515

Patient's Rights: T: 800-700-9996

Child Welfare Division: T: 213-739-5466

Child Abuse Hotline: T: 800-540-4000

Referring HIV Clinic Contact Information

Secure Fax Instructions: An official clinic fax coversheet must accompany the Referral Form, no Patient Identifying Information can be included on the coversheet

LRP Secure Fax Number: 1-213-382-7605

Attention to: _____

LRP Provider Phone Line: 1-213-639-4288

Referring HIV Clinic Contact Information

Client Casewatch ID #: _____ Date of Referral: _____

HIV Medical Clinic Name: _____ Address: _____

Staff Name: _____ Phone: _____ Office Cell

Staff Title: _____ Email Address: _____

Patient Contact Information

Patient Last Name: _____ First Name: _____ Middle Initial: _____

AKAs: _____ Race/Ethnicity: _____

Date of Birth: _____ Gender: Male Female (If yes, pregnant? Yes No)

Monolingual Spanish-Speaker? Yes No Transgender

Physical Description: _____

Last Known Address: _____

Phone Number: _____ Home Cell Alternate Phone Number: _____ Home Cell

Email Address: _____ SS#: _____ Medical Record #: _____

Patient's Emergency Contact (E/C) Information: **ONLY LIST IF E/C IS AWARE OF PATIENT'S HIV STATUS**

Name: _____ Phone: _____ Email: _____

Last HIV Medical Appointment Date: _____ Last VL Count: _____ copies/mL VL Date: _____

Contact Attempts Made

Phone Call(s) and Text Message(s) – Must have attempted at least 3 times within 2 weeks over the past 30 days

Phone Number Attempted: _____ Alternate Phone Number Attempted: _____

Dates Attempted: (1st) _____ (2nd) _____ (3rd) _____

Results? Wrong Number Disconnected No Response Declined services at clinic

Letter Mailed to Last Known Address – Must have mailed 1 letter within the past 30 days Yes No

Date Mailed: _____

Home Visit(s) – Must have conducted at least 1 home visit over the past 30 days after a letter was mailed and not returned back to sender

Home Visit(s) Conducted? Yes No Date(s): _____

Results? Not Home Doesn't Live There No Such Address/Address Invalid

Email(s) sent? Yes No Date(s): _____

Results? Email Returned No Response

Other Services within the Clinic/Organization Contacted? Yes No

If Yes, where? If No, why not? _____

Checked LASD Inmate Locator? Yes No Results? Not Incarcerated Patient Incarcerated

Notes: _____

Medical Care Coordination Services Summary Information:

Does your clinic have MCC services? Yes No

Has client ever been assessed by MCC team? Yes No Assessment Date: _____

Most Recent Acuity Level: Severe High Moderate Self-Managed

Patient Issues: Mental Health Chronic Homelessness Substance Abuse
 Hostility History of Incarceration

Additional Notes: _____

Has the client been discharged from your clinic? Yes No

If yes, why? _____

DHSP – OFFICE USE ONLY

DHSP staff must verify that client received services at the referring clinic within the last 12-24 months

Accept Referral for LRP Program assignment? Yes No Casewatch/Client ID #: _____

If no, comment: Deceased In Care Elsewhere

Out of LA County Due Diligence not completed by provider

MCC HIV QI Learning Collaborative Needs Assessment

Background

The Los Angeles County Department of Public Health, Division of HIV and STD Programs (DHSP) has partnered with Elevation Health Partners to organize an HIV Quality Improvement Learning Collaborative for MCC teams. Working with peers and expert faculty over the course of the learning collaborative, grantees build the capacity and capabilities for quality improvement. Specific aims of the collaborative are:

- To affect positive outcomes along the HIV care continuum;
- Apply data driven, evidence-based strategies for improving population health and specific HIV outcomes;
- Scale-up interventions and spread existing best practices to improve HIV outcomes;
- Strengthen quality improvement and data reporting mechanisms among MCC Teams and Los Angeles County Department of Public Health DHSP;
- Enhance communication channels and prioritize activities for improvement at DHSP, learned through collaborative engagement and feedback mechanisms.

About Elevation Health Partners

Elevation Health Partners is a California-based consulting firm that has been providing quality improvement and population health services to community clinics and Federally Qualified Health Centers, including HIV care providers, for the last fifteen years.

MCC Needs Assessment Purpose

We are seeking your input to help tailor the collaborative focus to best meet the needs of your agency.

Instructions

Please answer each question as best you can according to your knowledge and experience. Specific knowledge and responsibilities will vary across organizations. If you do not know the answer to any particular question, please answer accordingly. Please try to avoid leaving any answers blank without explanation. In this document, we use the terms caseload or patients to refer to ALL individuals eligible for MCC services as documented in the MCC Guidelines. This survey should take approximately 10 minutes to complete.

All submitted responses will be completely confidential, de-identified and reported at the agency and role levels.

Agency Demographic Profile	
Agency:	
Last Name:	
First Name:	
MCC Role:	
Phone Number:	
Email:	

Agency General

Instructions: Please enter the corresponding information with respect to current conditions and practices at your agency.

Electronic Health Record (EHR):

Population Health Management Tool (i.e., i2i Tracks, Azara, etc.):

1. Is there an HIV clinical champion or primary care provider for the MCC Team? Please describe their relationship with the team and the extent of their collaboration with the MCC team.

2. Are there any major initiatives underway or planned for 2020 affecting your organization (i.e., new clinic site, renovations, acquisitions, move, etc.)?

3. Has your MCC team had any staffing changes in the last 6 months? In the last 12 months?

<i>Instructions: Please click on the checkbox that corresponds to how true each statement is with respect to current conditions and practices at your agency as it pertains to patients living with HIV (PLWH).</i>	Not at all	To an Extent	Consistently	I am not sure
1. We have effective strategies to help PLWH to regularly attend scheduled doctor's appointments.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. We use retention in care reports to drive outreach efforts to patients.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. I counsel and support patients through the process of disclosing their HIV status to friends, families and partners.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. I counsel patients on how to reduce, eliminate, or safely partake in recreational drug use.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. I have effective strategies for referring patients to mental health and/or substance use treatment services when needed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. We can produce a report detailing patient adherence to HIV and other medications.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. I counsel patients about condom use to reduce STI acquisition and transmission.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. I regularly attend a case conference that includes the multi-disciplinary care team for all my assigned clients.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. We have effective strategies to address patient no shows.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. I inquire about patient barriers to care in every patient interaction.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. I am satisfied with the level of collaboration among the MCC team and clinical teams.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. I use quality improvement strategies and techniques to improve patient care.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. I am given dedicated time to engage in my MCC work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. I feel supported in my organization to drive change and conduct successful interventions for patients.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. I feel empowered by the MCC program guidelines, expectations and support mechanisms to drive change and conduct successful interventions for patients.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

MCC Team and Staffing		
<i>Instructions: Please click on the checkbox that corresponds to how true each statement is with respect to current conditions and practices at your agency.</i>	Agree	Disagree
16. My MCC caseload is appropriate for my working hours.	<input type="checkbox"/>	<input type="checkbox"/>

Training				
<i>Instructions: Please indicate whether you have received any of the following training.</i>	Once (≥12 months)	Within the last 6 months	Within the last 12 months	Never
17. Motivational Skill Building/Interviewing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. Shared Decision Making	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. Empathy, Implicit Bias, Cultural Humility, or other related trainings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. Quality Improvement Training (i.e., Root Cause Analysis, Project Design, Plan/Do/Study/Act (PDSA), etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21. U=U and HIV Related Stigma	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22. Other patient-provider communication training? If so, please list name of training:				

Technology & Reporting		
<i>Instructions: Please click on the box that corresponds to how true each statement is with respect to current conditions and practices at your agency.</i>	True	False
23. I have a unique user log in and password in the EHR system and can access information of my assigned clients.	<input type="checkbox"/>	<input type="checkbox"/>
24. I regularly log in to the EHR to view patient information and make notes.	<input type="checkbox"/>	<input type="checkbox"/>
25. I have a responsive and effective technical support for the EHR when I need it.	<input type="checkbox"/>	<input type="checkbox"/>
26. Reports generated by our IT systems are valid and accurate.	<input type="checkbox"/>	<input type="checkbox"/>
27. I have a unique log in and password to CaseWatch.	<input type="checkbox"/>	<input type="checkbox"/>
28. I have a responsive and effective technical support for CaseWatch when I need it.	<input type="checkbox"/>	<input type="checkbox"/>
29. Reports generated by Casewatch are valid and accurate.	<input type="checkbox"/>	<input type="checkbox"/>
30. I can run my own reports to identify patient care gaps and outreach needs.	<input type="checkbox"/>	<input type="checkbox"/>
31. Data is reviewed regularly and compared with internal and external required measures and targets.	<input type="checkbox"/>	<input type="checkbox"/>
32. Are there any other systems where you document your MCC patient efforts other than your EHR and CaseWatch (i.e., Excel, Access database, Care Message)? Please name system and briefly describe your primary use of the system.		
33. What are your most pressing training needs with respect to capturing and reporting MCC Performance Measures?		
34. What are the biggest obstacles in performing your job?		
35. Please share any additional information that you think will be useful in designing the HIV Quality Improvement Learning Collaborative to best meet your needs.		

U=U Knowledge and Belief	
36. I feel comfortable counseling a client with a durably undetectable viral load (i.e. undetectable for at least 6 months) that viral suppression is sufficient to	<input type="checkbox"/> Strongly Disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Neutral

U=U Knowledge and Belief

prevent sexual HIV transmission in the absence of condoms or PrEP.

- Agree
 Strongly Agree

<p><i>Instructions: Please consider the following statement, and rate how convincing it is as an argument for health care providers to discuss the effectiveness of viral suppression for sexual HIV prevention to their patients.</i></p>	<p align="center">Very Unconvincing</p>	<p align="center">Somewhat Unconvincing</p>	<p align="center">Neither</p>	<p align="center">Somewhat Convincing</p>	<p align="center">Very Convincing</p>
<p>37. Knowledge that viral suppression prevents sexual HIV transmission can increase adherence and retention in care.</p>	<p align="center"><input type="checkbox"/></p>	<p align="center"><input type="checkbox"/></p>	<p align="center"><input type="checkbox"/></p>	<p align="center"><input type="checkbox"/></p>	<p align="center"><input type="checkbox"/></p>

Mission Possible Learning Collaborative Focus

Instructions: We would like to receive input from your perspective in terms of your role on the MCC Team.

38. What are your greatest needs or areas of interest **from your organization** when linking patients with identified need to mental health, substance abuse and housing support services?

39. What are your greatest needs or areas of interest **from DHSP staff** when linking patients with identified need to mental health, substance abuse and housing support services?

40. What are your greatest needs or areas of interest **from your organization** to increase retention in HIV care?

41. What are your greatest needs or areas of interest **from DHSP staff** to increase retention in HIV care?

42. What are your greatest needs or areas of interest **from your organization** to improve adherence to antiretroviral therapy (ART)?

43. What are your greatest needs or areas of interest **from DHSP staff** to improve adherence to antiretroviral therapy (ART)?



ELEVATION
HEALTH PARTNERS
ELEVATING HEALTH FOR ALL

Mission Possible

Needs Assessment Findings
Last Updated March 6th, 2020

3

Mission Possible

Needs Assessment

23 Agencies
90 Respondents

Case Worker	11
Medical Care Manager (MCM)	19
Other	5
Patient Care Manager (PCM)	18
Retention Outreach Specialist	10
Supervisor/Lead	12
Blank	15
Grand Total	90

Slide 4

4



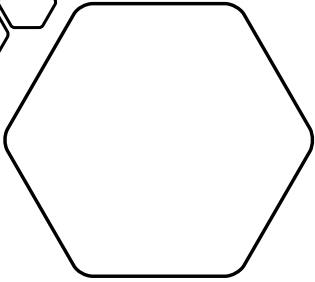
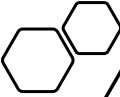
Needs Assessment Topics Addressed

- Clinical Experience
- Technical Experience
- Training
- U=U Knowledge and Beliefs
- MCC Strategies
- MCC Support
- CaseWatch Experience
- Use of Data
- CQMs
- Referrals

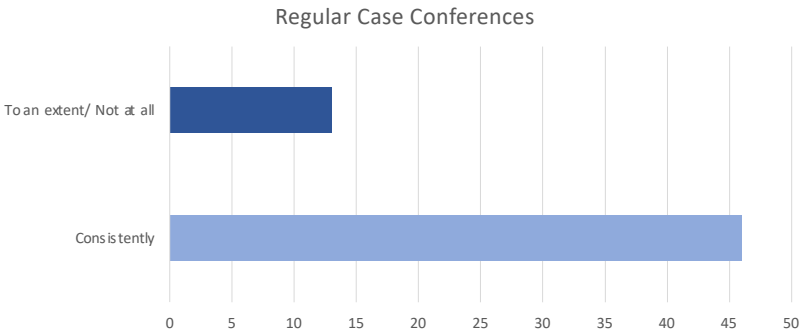


5

Findings: Clinical Experience




Regular Case Conferences



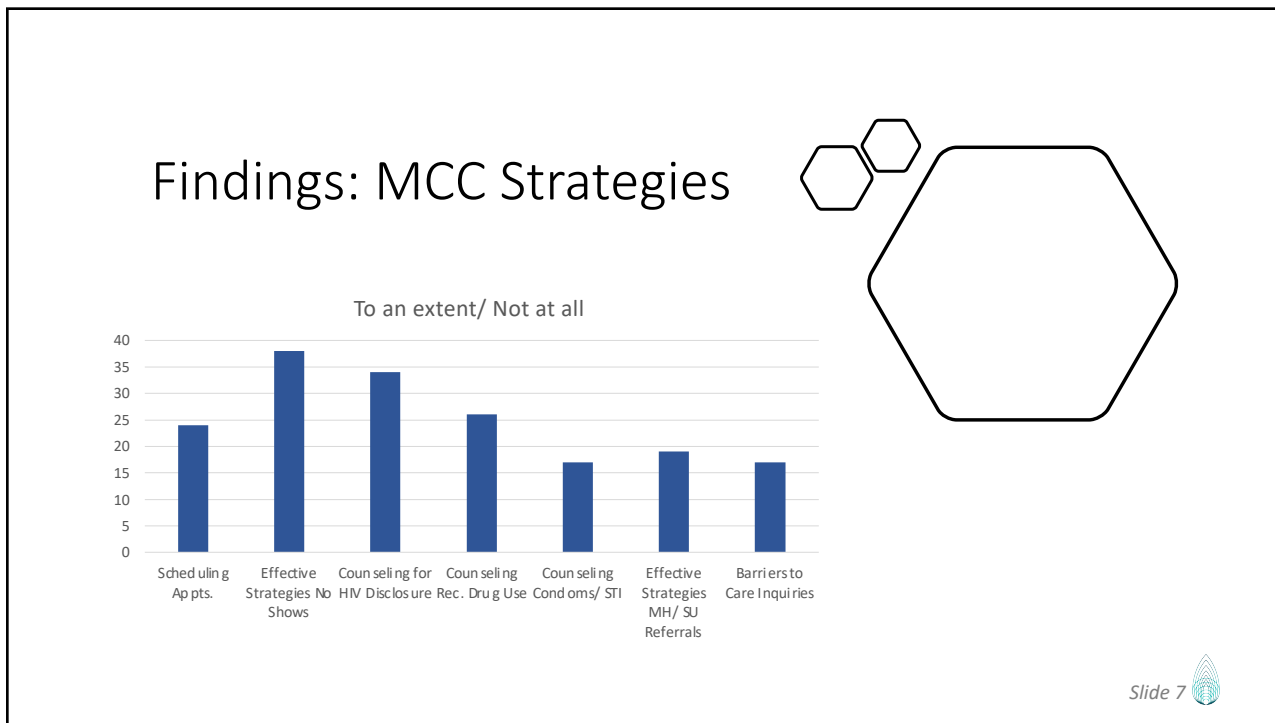
Frequency	Count
To an extent/ Not at all	13
Consistently	46

HIV Clinical Champion:

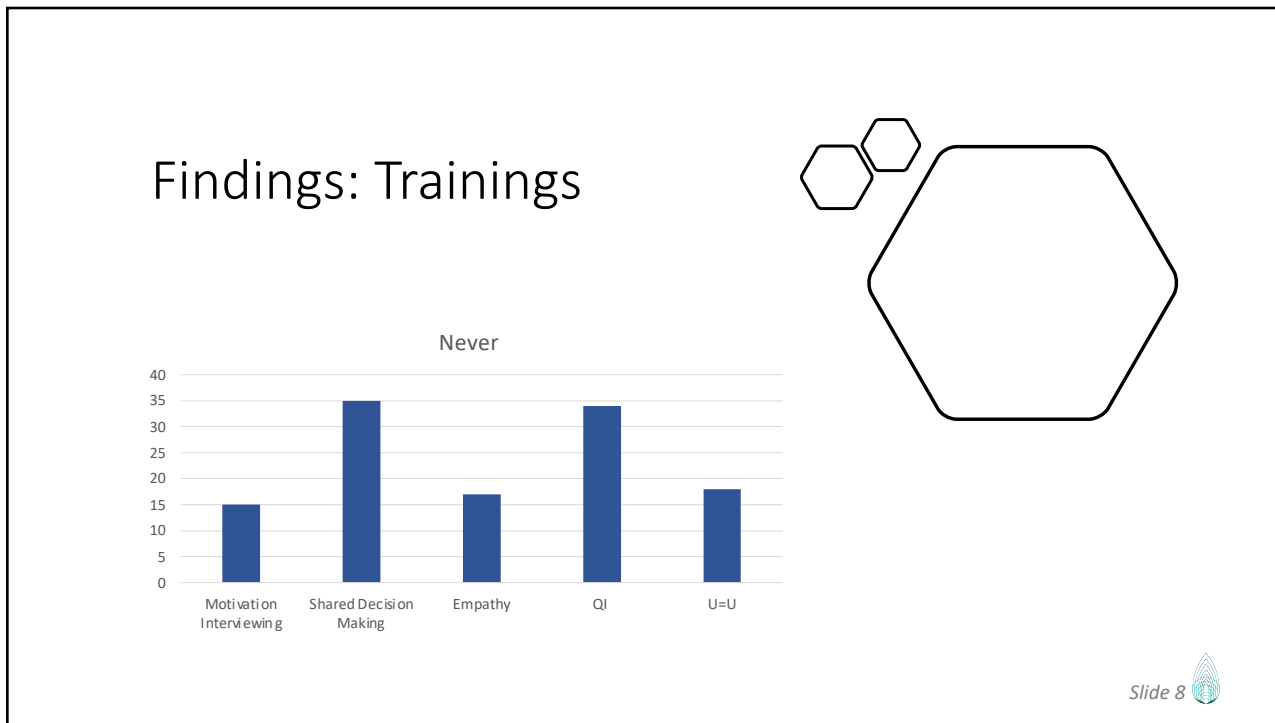
- 63% of Respondents answered "Yes"
- Yes answer consistent in 13 of 23 Agencies

Slide 6 

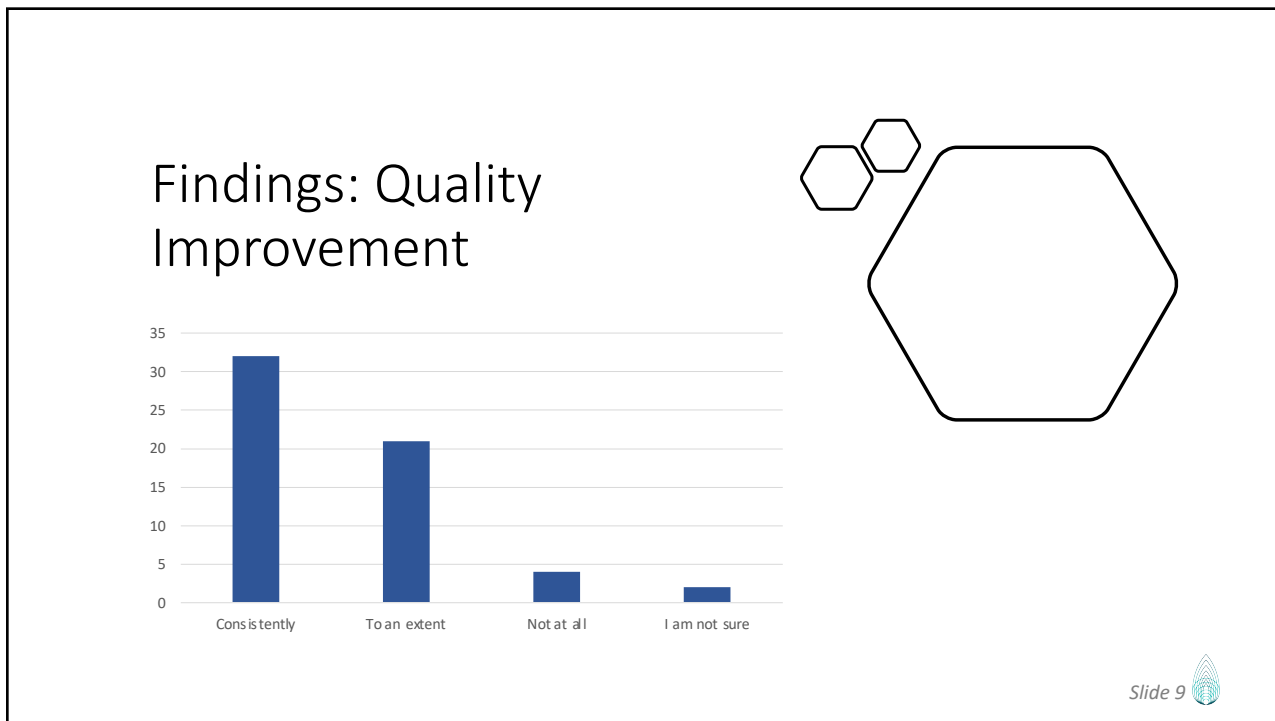
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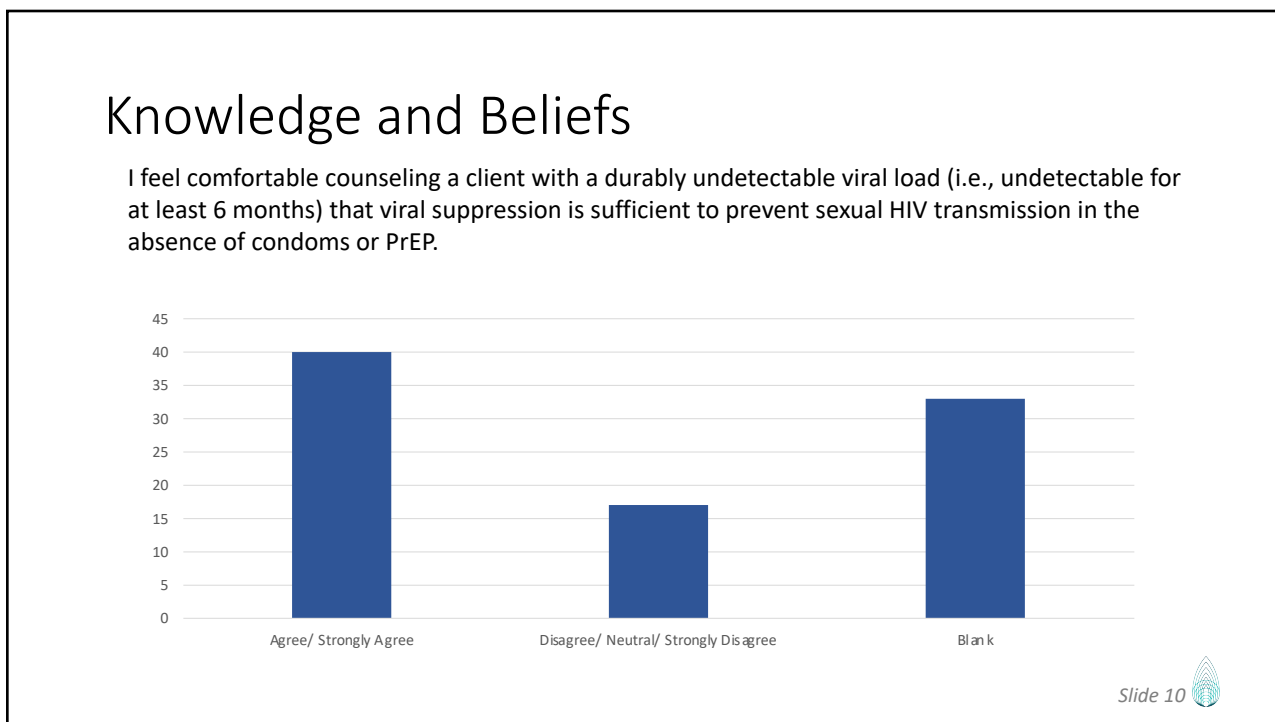
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8



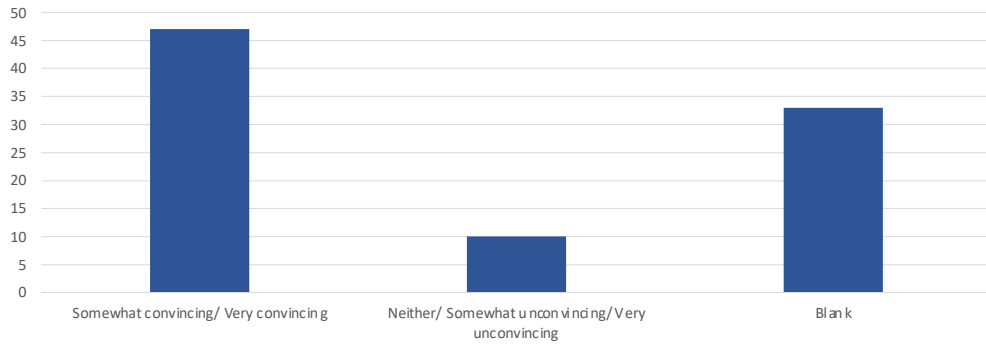
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10

Knowledge and Beliefs

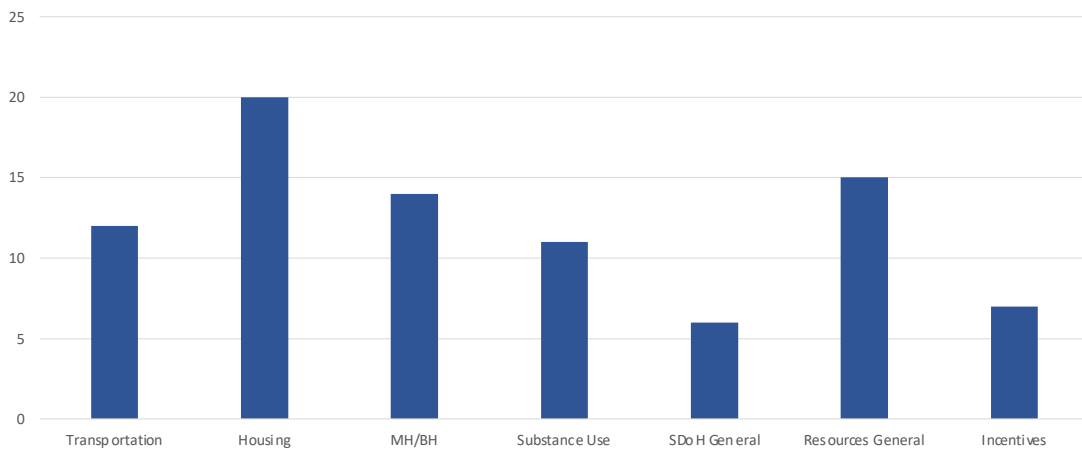
Knowledge that viral suppression prevents sexual HIV transmission can increase adherence and retention in care.



Slide 11 

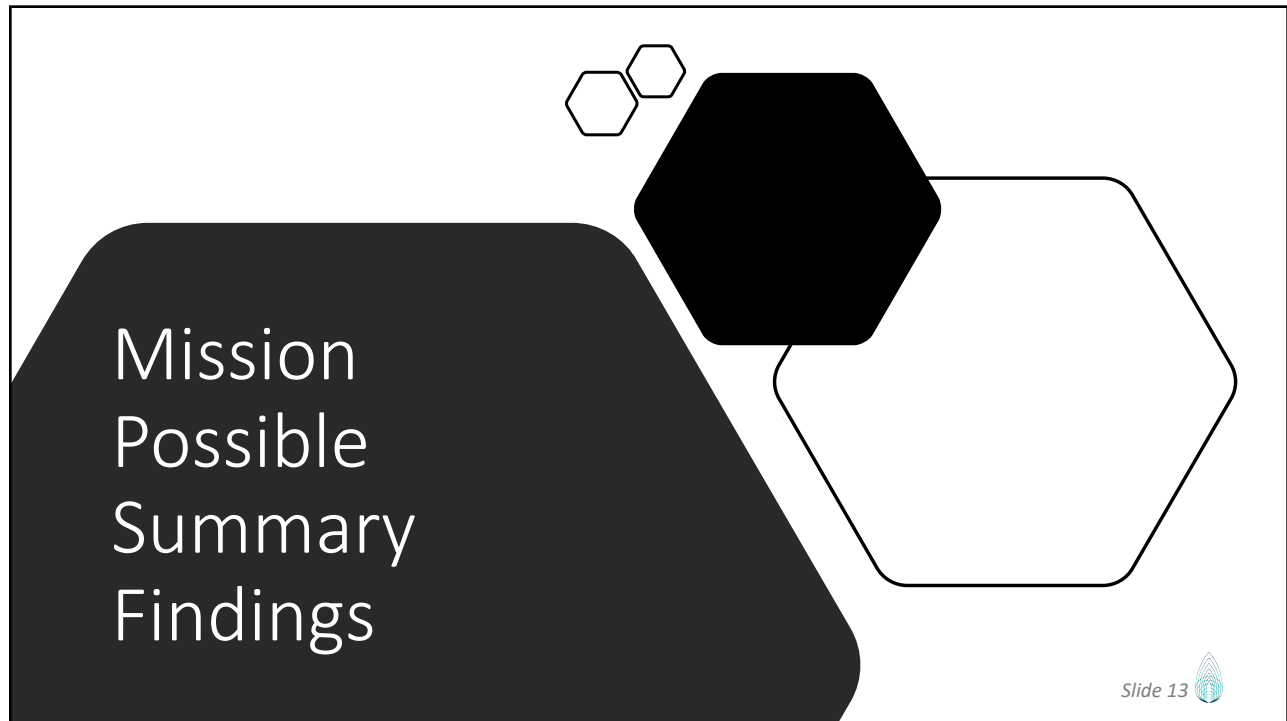
11

Write Ins: Social Needs




Slide 12 

12




Mission
Possible
Summary
Findings

Slide 13 

13

Summary Findings

- MCC Supervisor track
- MCC 101/ Bootcamp
 - Many strategies needing support (Slide 6)
- U=U Knowledge and Beliefs
- SDoH/Resources
- Need for quality improvement skill training

Slide 14 

14

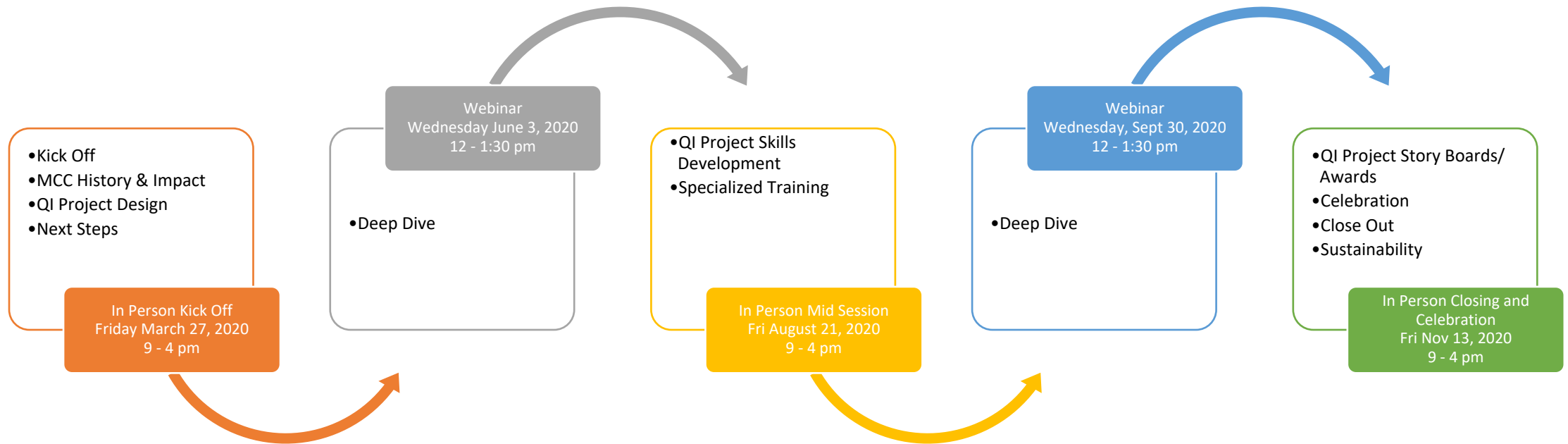
Aims

- Demonstrate improvements in RIC and VL suppression:
 - Retained in Care: YR28 goal of 90% > **MCC YR28 73%***
 - Viral Suppression: YR28 goal of 90% > **MCC YR28 76%***
- U=U Knowledge and Beliefs
 - Goal to Improve from Needs Assessment baseline?
 - As a primary retention in care strategy to address through the collaborative?
- Improve overall screening and referral processes for services and resources
 - Mapping need and resources, workflow

**YR30 begins March 2020*

Slide 15 

Mission Possible Design



For Providers:

COVID & HIV:

- [HRSA's Coronavirus FAQ Page](#)
- [HIV.gov List of Federal Resources](#)
- [CPHA Corona Virus Taskforce Recommendations](#)
- [World Health Organization COVID and HIV Q&A](#)
- [DHHS Interim Guidelines for People with HIV](#)
- [CDC COVID-19 Recommendations](#)
- [CDC Coronavirus information for People with HIV](#)
- [AAHIVM COVID-19 considerations](#)
- [DHHS AIDSinfo Covid-19 and persons with HIV Interim Guidance \(attached\)](#)
- [East Bay Getting to Zero & HIV Access \(SF East Bay\) Guidance on COVID-19 and care for people living with HIV](#)

COVID-19 & STD Prevention

- [DHHS Guidance for STD Prevention Services](#)

COVID-19 & Self Care

- [The Trauma Stewardships Institute's Tiny Survival Guide](#)

Telehealth and COVID-19

- [National Consortium of Telehealth Resource Center's COVID-19 Telehealth Toolkit](#)
- [HIV Telehealth Capacity Building Assistance](#)
- [Public Health Institute Blog: Telehealth Coverage, Technologies, Vital in the Fight Against COVID-19](#)

COVID-19 & Harm Reduction

- [Syringe Services and Harm Reduction Provider Operations During the COVID-19 Outbreak](#)
- [Safer Drug Use During the COVID-19 Outbreak](#)

COVID-19 & Contraception

- [Contraception During COVID-19: Best Practices and Resources](#)

COVID-19 and End of Life Care

- [End of Life Care for High-Risk Coronavirus Patients](#)

For Pharmacists

From Pharmacist.com:

- [Pharmacists as front-line responders to COVID-19 Executive Summary 3-20-20](#)
- [Pharmacist' Guide to Coronavirus](#)
- [Optimizing your health-system pharmacy practice during the COVID-19 Pandemic](#)
- [CDC recommendations for community pharmacies](#)
- [Article summarizing ASHP recommendations for clinical pharmacists and the role they might play:](#)

For Patients

HIV Prevention & COVID-19

- [PleasePrEPMe.org Making Decisions to Continue or Stop Pre-Exposure Prophylaxis \(PrEP\)](#)

COVID-19 & People with HIV

- ADHS Preparedness: Information for People with HIV (attached)
- [California DPH Office of AIDS COVID & HIV](#)
- [Alameda County \(CA\) COVID-19 Announcements for the public](#)
- Partnership of HIV Service Organization's Announcement on COVID-19 & HIV:
 - [Press Release](#)
 - [Frequently Asked Questions](#)

LGBTQ People & COVID-19

- <https://californialgbtqhealth.org/resources/coronavirus-2019-information/>

COVID-19 Economic & Housing Assistance Guides

- Arizona DHS:
 - COVID-19 Economic Impact Payments (attached)
 - COVID-19 Rental Eviction Prevention Assistance (attached)
 - COVID-19 Tips to Avoid Fraud (attached)
 - COVID-19 Economic Assistance from the Government (attached)

Working Virtually

Tips & Resources when working in a Virtual Environment



The Office

Quick check in with a colleague or team member

Working on a document with a colleague or team member in their office or yours

Breakout into small groups in a meeting

Meeting with a partnering organization to discuss a project

Your colleague takes minutes in your meeting and saves them to your organizations shared drive

Virtual Environment

Use instant message or schedule a 10-minute "video coffee chat"

Hop on a video call with your colleague and use free tools like [Google Docs](#) or Microsoft Teams to edit the draft simultaneously

Use [breakout rooms in ZOOM](#) to split your team members into those small groups

Send your partner an invitation to a video call & make sure to send them any materials along with the agenda ahead of time

Have your colleague create a [Google Doc](#). Watch them capture minutes in real-time! You and others in this virtual meeting can add simultaneously as well. Page 97 of 125

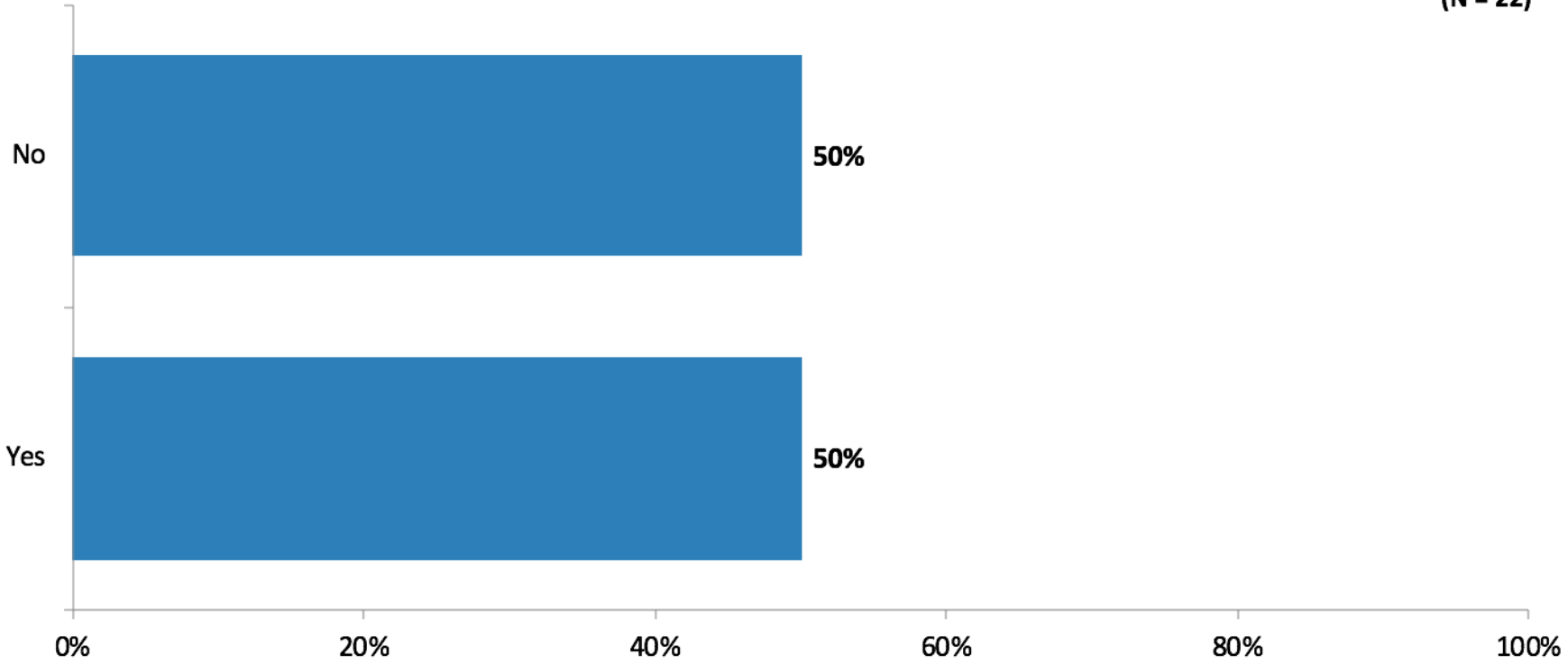
Whether you're in the office or in a virtual environment a great meeting is still a great meeting!

Here are **5 tips and resources** that will help make any meeting you virtually facilitate great.

Prioritizing In Person MCC Services

Are you prioritizing clients for in-person MCC services?

(N = 22)

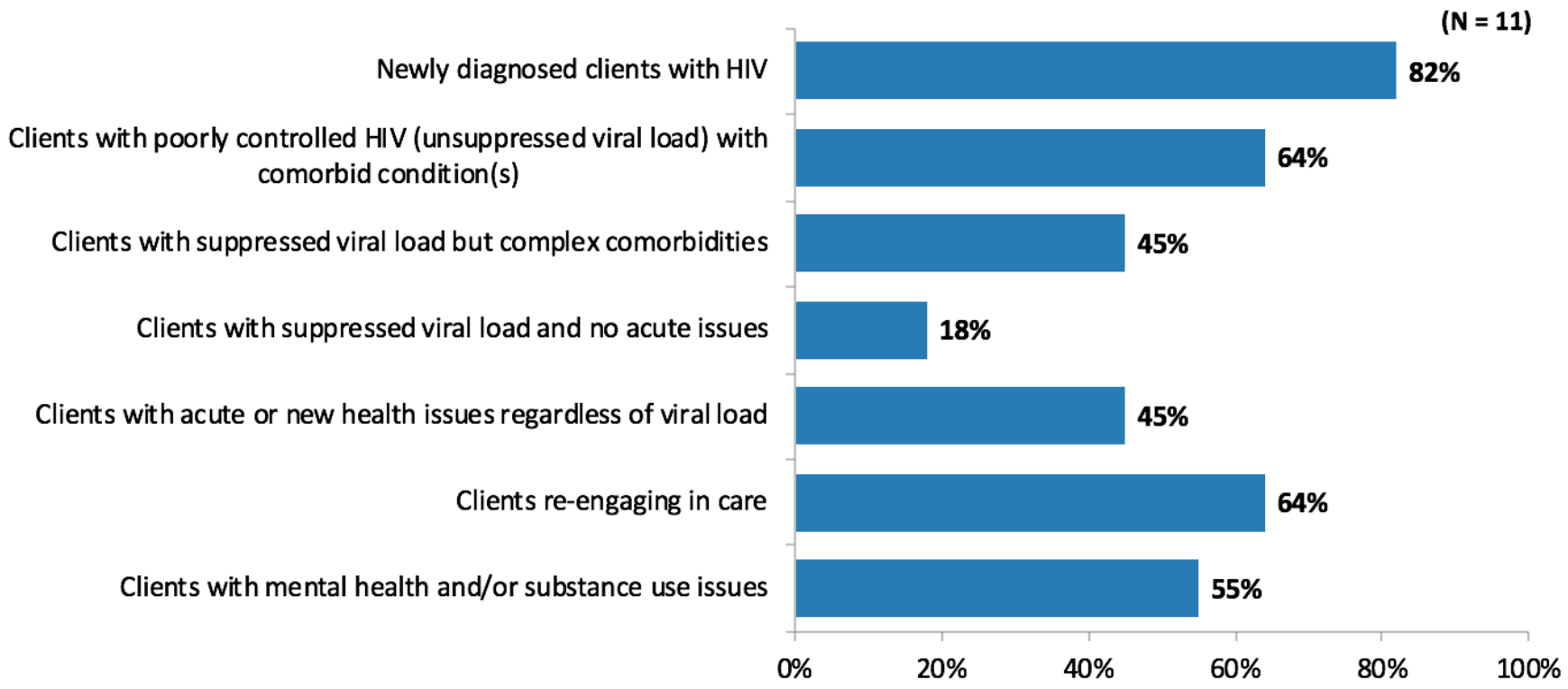


Source: MCC - COVID Provider Assessment 5-13-20



Prioritizing In Person MCC Services

Which MCC clients are being prioritized? (Check all that apply.)

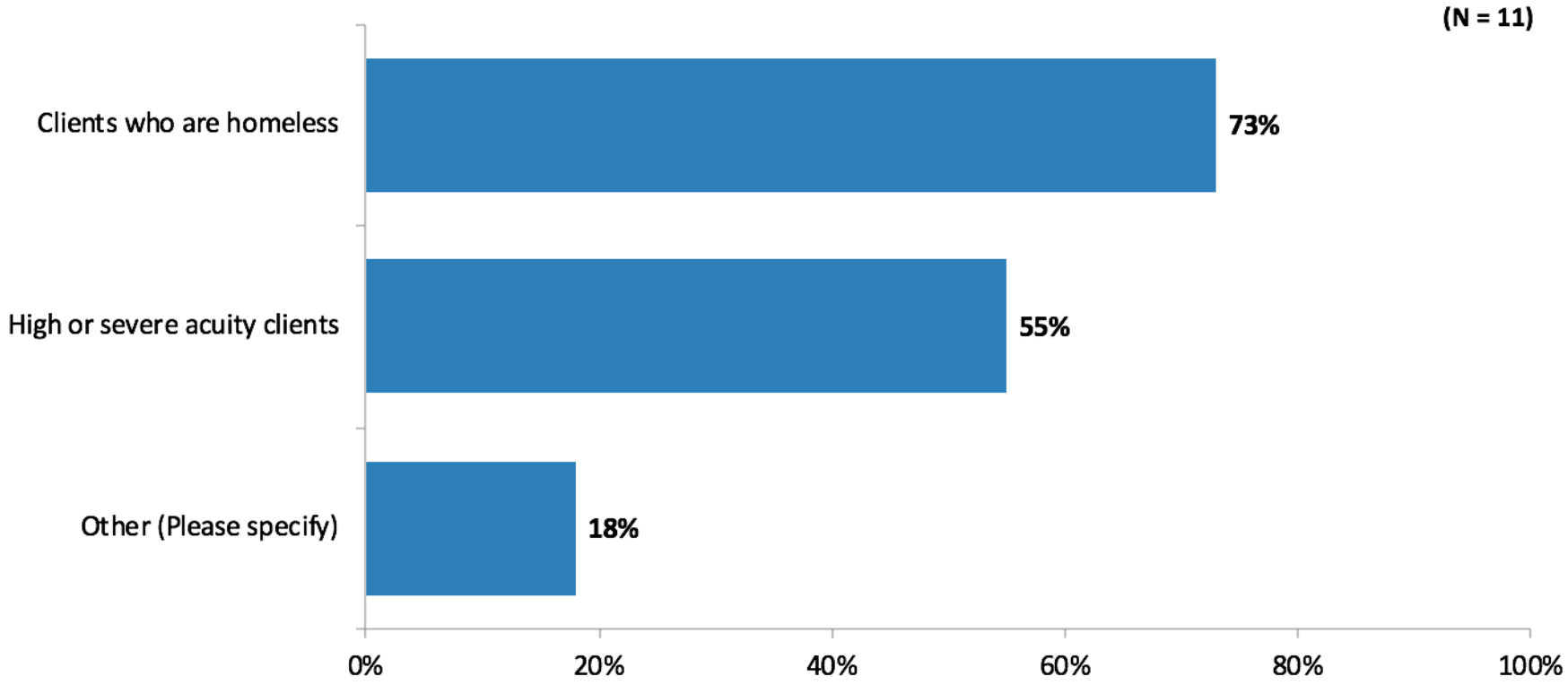


Source: MCC - COVID Provider Assessment 5-13-20



Prioritizing In Person MCC Services

Which MCC clients are being prioritized? (Check all that apply.) (Continued)



Source: MCC - COVID Provider Assessment 5-13-20



Dear DHSP-Supported Service Provider:

Thank you for your ongoing commitment to provide services to persons living with HIV during this unprecedented public health crisis. Please know that DHSP will continue to identify and implement service delivery and reporting approaches that are flexible and necessary during this time. In that spirit, please be aware of the following adjustments to service delivery practices:

Accessing HIV CaseWatch remotely:

Please note that all approved HIV CaseWatch users have the ability to remotely access this system, including when working remotely. All HIV CaseWatch users were given a C-number and are approved to access this web-based program outside of their traditional work environment.

HIV CaseWatch users who need assistance with remote access should contact the DHSP Support Team at (213) 351-8399 or via email at DHSPITSupport@ph.lacounty.gov.

Registering New Clients and Consent:

DHSP is currently allowing service delivery partners to secure a verbal consent to provide services from clients served through videoconference or telephone. Please know that once the client is able to be seen in person, the client must complete and endorse all necessary paperwork tied to the delivery of services, including all applicable consent forms.

In the current environment, DHSP encourages providers to consider using tools such as secure on-line patient portals or DocuSign, among others, to send and/or receive required documents from patients.

Reporting Telehealth, Videoconference or Telephone Encounters on HIV CaseWatch:

As previously communicated, DHSP is allowing our service delivery partners to provide critical services to persons living with HIV in specific service categories through telehealth or video-conference modalities. To ensure reimbursement for these services, providers must enter data provided via telehealth, videoconference or telephone as regular visits. This arrangement is in place through April 30, 2020. Service delivery partners will be notified of any changes, including an extension, to this arrangement.

Thanks again for your ongoing partnership and service.

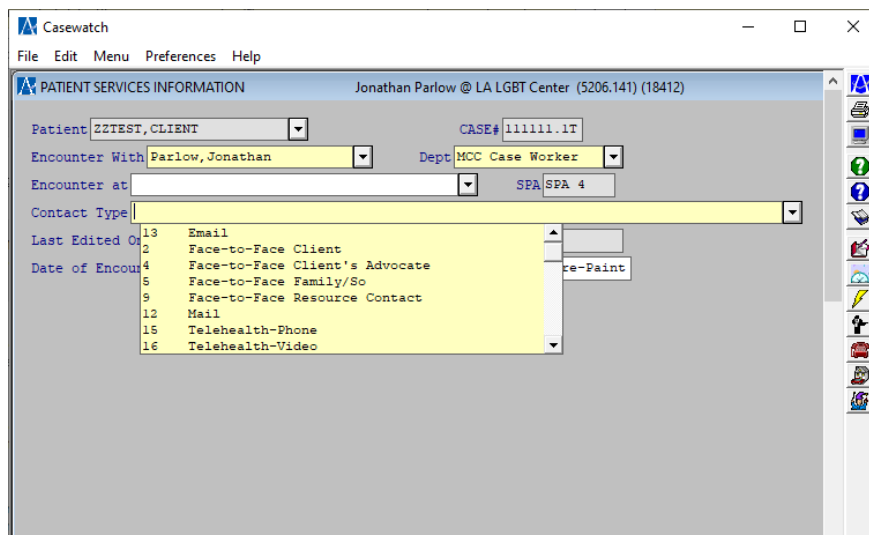
March 27, 2020

SUBJECT: HIV CASEWATCH UPDATE FOR MEDICAL CARE COORDINATION (MCC) TELEHEALTH ACTIVITIES

Thank you for your ongoing commitment to providing services to persons living with HIV during this unprecedented public health crisis. Please know that DHSP aims to support service delivery and reporting approaches that are flexible and necessary during this time. In that spirit, please be aware of the following adjustments to HIV CaseWatch to better capture telehealth modalities for MCC users:

- On the PATIENT SERVICES INFORMATION screen we have added 2 new “Contact Types” for you to use. The new list of options is as follows:
 - Email
 - FACE-TO-FACE CLIENT
 - FACE-TO-FACE CLIENT'S ADVOCATE
 - FACE-TO-FACE FAMILY/SO
 - FACE-TO-FACE RESOURCE CONTACT
 - Mail
 - **Telehealth-Phone**
 - **Telehealth-Video**
 - TELEPHONE CLIENT
 - TELEPHONE CLIENT'S ADVOCATE
 - TELEPHONE RESOURCE CONTACT
 - TELEPHONE TO FAMILY / SO
 - Text Message
 - WORKING ON CLIENT'S CASE - NO DIRECT CONTACT

- Screenshot showing the new contact types added to support telehealth modalities:



- About the new telehealth options and how to use them:
 - Telehealth- Video
 - This new contact type should be selected when you conduct those MCC activities previously conducted in-person and face-to-face, such as an assessment, care planning or a brief intervention, but are now being performed using virtual face-to-face (aka video) technology.
 - Telehealth – Phone
 - This new contact type should be selected when you conduct those MCC activities previously conducted in-person and face-to-face , such as an assessment, care planning or a brief intervention, but are now being performed using an audio-only communication tool with your client such as a telephone call.
 - Please note that these contact types are different and should be distinguished from the already existing “Telephone client” contact type, which has traditionally been used when doing follow-up activities with clients and should continue to be used for this purpose.
 - If you have not previously, please also note “Text Message” is an option as a contact type and should be used if this is an approved communication tool by your agency.

- IT and Programmatic Support:

For assistance with remote access issues, please contact DHSP IT Support at:


- (213) 351-8399
- DHSPITSupport@ph.lacounty.gov

For assistance with HIV Casewatch, please continue to contact ACMS Support at:


- (323) 460-7700, extension 11
- Support@acmsinc.com

For assistance with program-related questions, please continue to contact your DHSP Program Manager with questions.


- | | |
|--|--|
| <ul style="list-style-type: none"> ○ Lisa Velasco
(213) 351-1123
LiVelasco@ph.lacounty.gov | <ul style="list-style-type: none"> ○ Liza Salvatti
(213) 351-1171
Lsalvatti@ph.lacounty.gov |
| <ul style="list-style-type: none"> ○ Brittany Schmidt
(213) 639-4397
Bschmidt@ph.lacounty.gov | |




Registration




Follow-Up




Medical Records




Done




Progress Notes



A / R Contracts and Grants




All-in-One




Planner



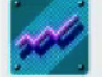
Correspondence




Patient Assessment




Case Manager




Reports




In-House Programs




Resource Module




Service Delivery




View SPIN Announcement



Patient Displays



Referrals



Demo Error



MCC Virtual Visit: Technical Tips for Success

Follow these tips to help your telephone or video visit go as smoothly as possible.

Environment:

- If you can, establish a regular, quiet and private space at your location that you can dedicate to virtual visits. Close doors and windows to high-traffic areas if you can.
- Ensure privacy of the patient can be maintained (HIPAA). If you live with family, a partner and/or roommate(s), you need to make sure the visit with the patient can't be overheard (clinically appropriate space, even when working remotely).
- Avoid background noise if you can. Consider deliveries, pets and activities of family. Develop a schedule or negotiate for quiet times if you can.
- Manage telephone and laptop battery life. If your space is not near an outlet, set a calendar event for charging devices rather than relying on memory.
- Don't eat or drink during the visit.

Video Considerations:

- Set up the camera at eye-level to ensure proper contact and test it in advance.
- Adjust the lighting to make sure you are clear in the camera and there isn't too much background light in the video.
 - Face into the light. Minimize or avoid windows behind you. Keep the light bright and defuse. Use lamps and overhead light to make it as even as possible.
 - Keep backgrounds simple.
 - Note head space as you would for a photograph
- Keep device stationary with no moving devices (e.g., ceiling fans) behind you that could cause video distortions.
- Dress appropriately as if you're in person at the office (wear ID badge, scrubs, physician coat)

Equipment

- High-speed internet and proper browser (i.e., Google Chrome) for documenting in CaseWatch
- Laptop or desktop computer for documenting the visit
- Plug in your computer to avoid low battery issues
- Phone to connect with the patient

- Headphones if available
- Establish protocols in case technology fails: Determine if an in-person visit is appropriate

Pre-Call Planning

- Give yourself 10 minutes before the call to get organized and check connections.
- Turn off web applications and all notifications on cell phones and laptops that can cause background noise or distractions during the telephone visit.
- Review the patient’s chart before beginning the call to ensure you’re prepared for the visit type (assessment, re-assessment or brief intervention) so you have the patient history available and on hand.
- Be exactly on time for outgoing calls and allow up to 10 minutes to continue to try the patient for the scheduled time if you do not reach the patient initially.
- For patients dialing in to a conference line or using telehealth technology, log in up to 5 minutes ahead so that you are waiting for the patient when they arrive on the line.
- If you anticipate a need for resources to share with the patient (provider, MCC team member, referral) have this information available in advance.

Call Opening

- Take a breath before you call the patient. For patients you know, reflect upon something you admire about them before initiating the call.
- SMILE as you begin. Introduce yourself and state your agency identification and remind the patient of your relationship.
- Check to see that both you and the patient can hear each other clearly and let the patient know it’s ok to interrupt if they can’t hear.
- ASK patient if this is still a convenient time to talk.
- ASK the patient their name and verify their identity with a question or two (DOB, phone, address). “I realize of course that I called you, but it is important to confirm that I have the right person so I would like to ask you two security questions. Is that ok?”
- Obtain verbal patient consent for the telephone visit (and document). “Before we begin, I would like to confirm with you that you agree to have this visit over the phone.”
- Warmly express that you’re happy to have the chance to talk with the patient today. “I am really happy that we are able to talk/ have your appointment today.”
- Engage patient in agenda setting – ASK – prioritize and negotiate what you’ll address on the call.
- Communicate how much time you are planning for the call. “I planned 30 minutes for our time today which means we will probably talk until about 12pm. Does that still work for you?”

Call Middle

- Acknowledge the elephant in the room: ask how the patient is coping with the COVID-19 pandemic.

- Review care plan (Agenda setting) from previous contact (check medication adherence and response, assess or provide brief, goal-oriented talk/ treatment intervention...)
- If performing a risk assessment, review scores, share what you have learned and what it means for the patient and check in with the patient. “What are your thoughts about what I just shared with you?”
- Follow the same clinical guidelines you would with an in-person visit.

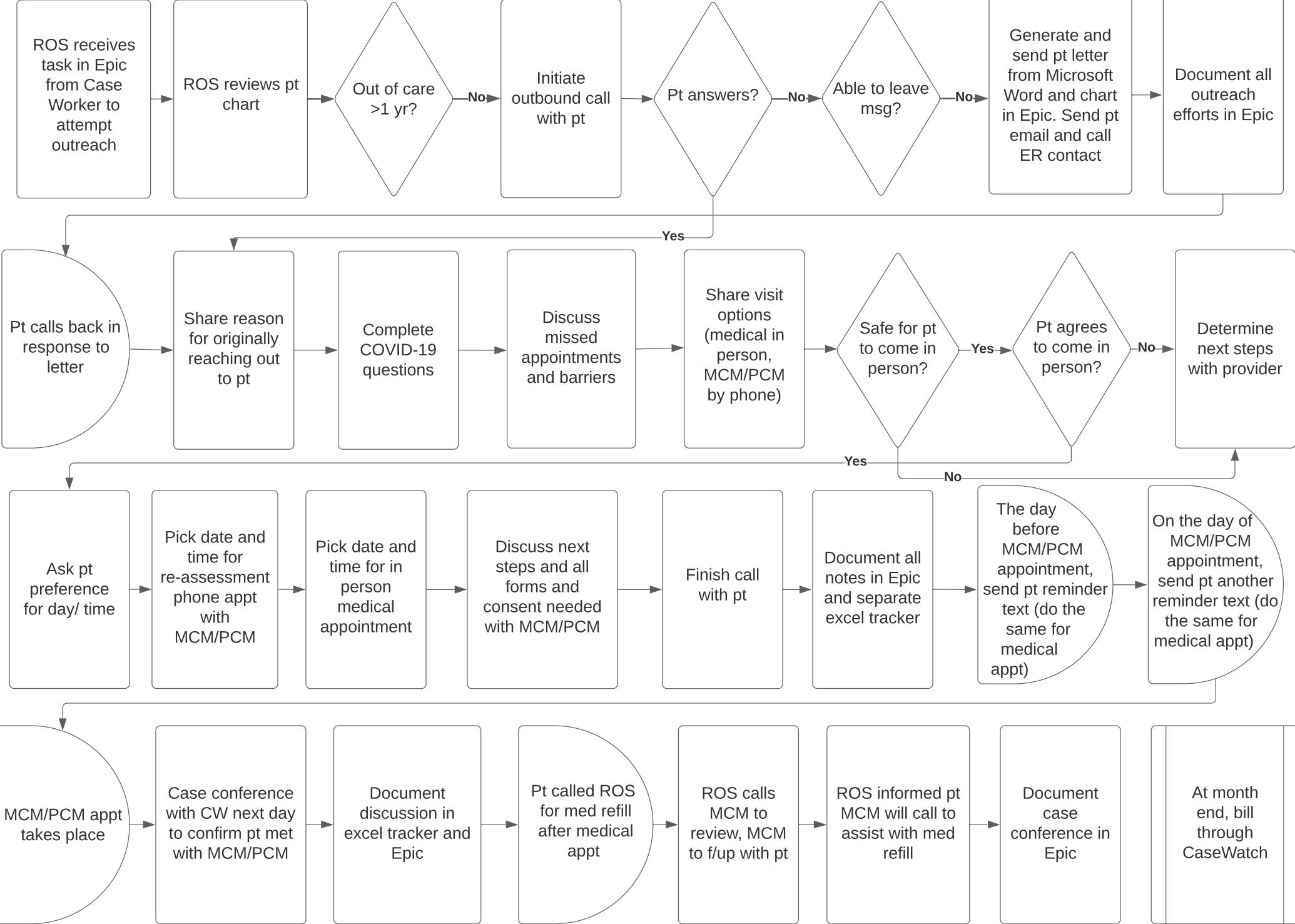
Call Closing

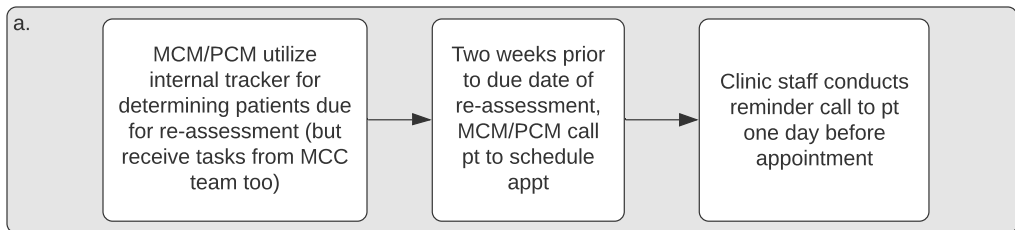
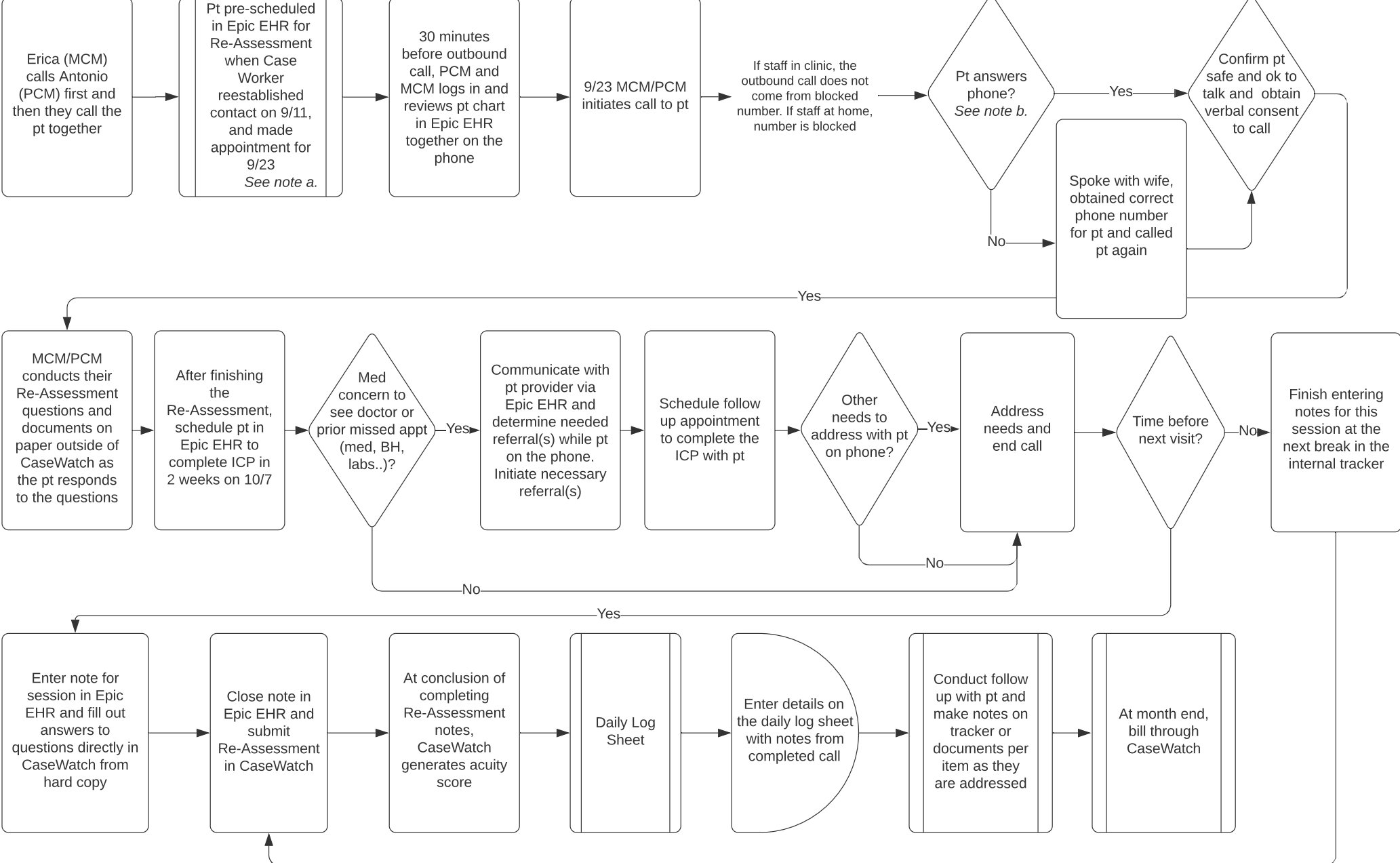
- Set expectations for timing and nature of next contact (6 months, as needed...) but ASK to do so. “I’d like to plan some next steps with you that we can agree on together. Can I do that now?”
- Share the importance of next steps. “Staying engaged in care is important [give patient specific reason]...”
- ASK to confirm contact information, best day/ time to call...
- Share procedure for re-scheduling, if applicable.
- ASK and document patient preference for next contact. “Based on what we discussed today, it is best if this next appointment in person at our x location. Do you have any concerns about an in-person visit at the x location?” [Address concerns] “Have I addressed your concerns about coming into the x location? Ok great.”

Communication Tips

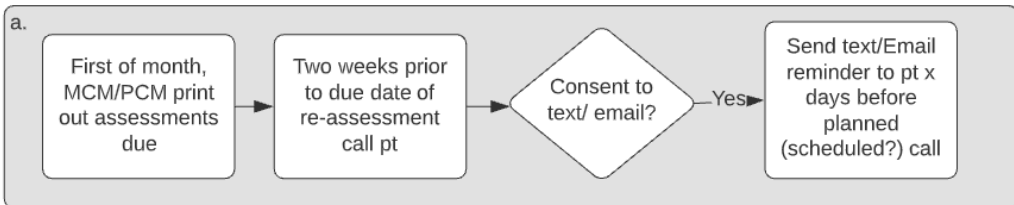
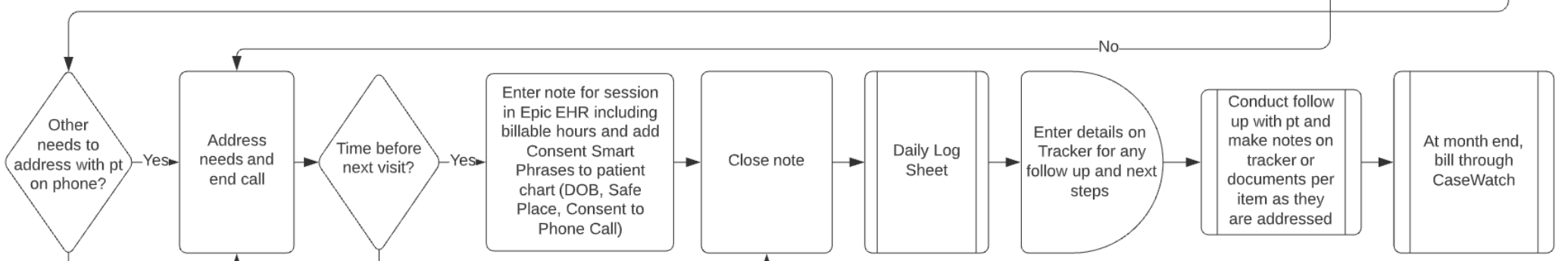
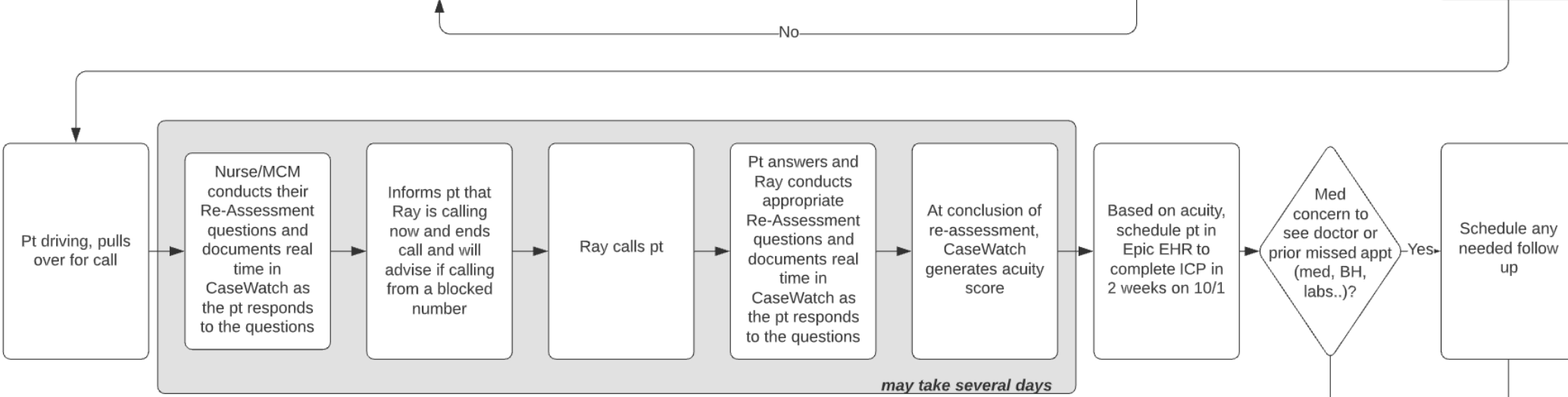
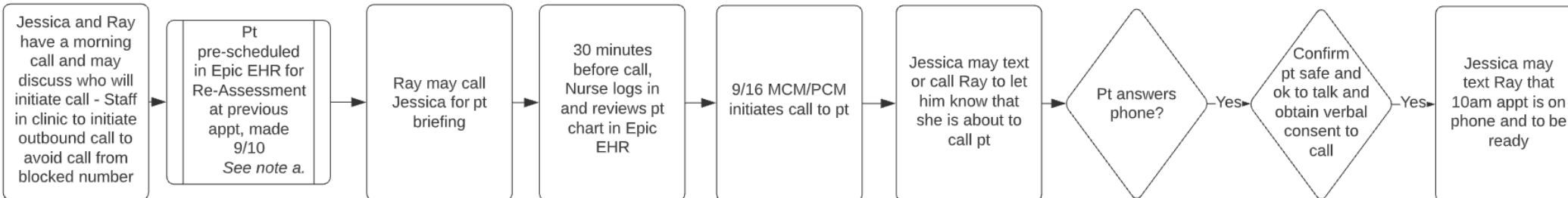
- **Elicit reactions to recommendations overtly.** Because you cannot see the patient’s nonverbal reactions, regularly ask, “What do you think about that?”
- **Increase the frequency of empathic statements and use a warm tone of voice.** For example, you could say, “This sounds really tough. You sound sad.” Patients are missing out on your nonverbal and facial expressions of care, so you need to convey these sentiments with your voice.
- **Mirror tone and language of patient.** Mirroring or repeating the language used by the patient. With upset patient, mirror a few tones lower.
- **Shorten your educational spiels.** Break up your explanations into short chunks. Repeat them if necessary. Elicit reactions and questions regularly.
- **Remember that the summary and teach-back are vital.** Be sure to assess the patient’s understanding and buy-in of your co-created plan and elicit questions.

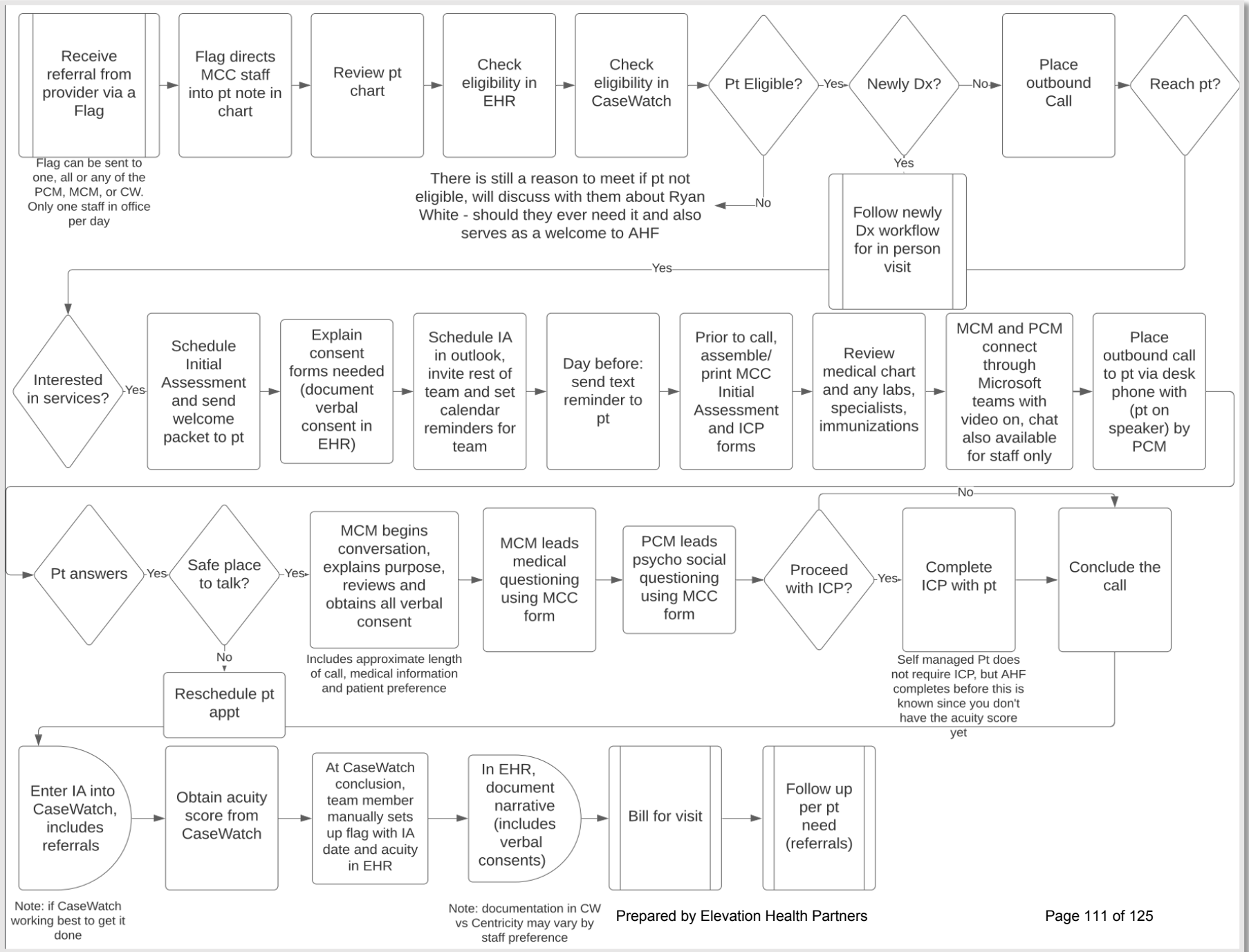






b. Pt may not answer phone and there will be multiple rounds of this workflow, especially if the outbound call is blocked. Pt may call the clinic and leave a message for MCC staff as well. MCM may message the pt in the pt portal if pt is not answering calls





APPENDIX- EMPATHY RESOURCES



Resources and References

- Moudatsou M, Stavropoulou A, Philalithis A, Koukouli S. The Role of Empathy in Health and Social Care Professionals. *Healthcare (Basel)*. 2020;8(1):26. Published 2020 Jan 30. doi:10.3390/healthcare8010026
- Norberg, Andrea^{1,2}; Nelson, John^{1,2}; Holly, Cheryl^{1,3}; Jewell, Sarah T.⁴; Lieggi, Michelle⁵; Salmond, Susan^{1,3} Experiences of HIV-infected adults and healthcare providers with healthcare delivery practices that influence engagement in US primary healthcare settings: a qualitative systematic review, JBI Database of Systematic Reviews and Implementation Reports: June 2019 - Volume 17 - Issue 6 - p 1154-1228doi: 10.11124/JBISRIR-2017-003756
- The Remen Institute for the Study of Health & Illness (RISHI): <http://www.rishiprograms.org/educational-programs/>
- Medicine's Search for Meaning by David Bornstein, <https://opinionator.blogs.nytimes.com/2013/09/18/medicines-search-for-meaning/>
- Derksen F, Bensing J, Lagro-Janssen A. Effectiveness of empathy in general practice: a systematic review. *Br J Gen Pract*. 2013;63(606):e76–e84. doi:10.3399/bjgp13X660814



Repeating Back

Exact Word Reflection

- “You want to make sure the doctor knows the medication isn’t working. You also want to ask about your lab results and to find out the status of the referral for your foot.”
- The patient feels confident they’ve been heard and reassured that their issues will be addressed. The patient likely will not feel the need to repeat these things.

Summary Reflection

- Spouse speaking to partner who has disclosed multiple events at work that were distressing today: “Wow, that sounds like a really tough day”
- Summary reflections attempt to capture the general nature of what was shared, instead of reflecting back the specific list of items that were shared.

Double-Sided Reflection

- A double-sided reflection is a great way of expressing ambivalence to your client. It's a short summary of both sides of the ambivalence. It's basically “You feel two ways about this.
- On one hand you feel ___ and on the other hand you feel ___”.
- “You think it is going to be a real challenge to change the way you cook and eat, and you also know how important it is to keep your blood sugar level regulated.”



Open-Ended Phrases for Reflecting Back

- Using open-ended phrases can increase patients' perceptions of provider empathy:
 - "It sounds like you are..."
 - "Let me see if I've gotten this right ..."
 - "What I hear you saying is ..."
 - "If I understand you correctly, you ..."
 - "You feel ..."
 - "I want to make sure I understand what you've said ..."
 - "I imagine that must be ..."
 - "I can understand that must make you feel ..."
 - "I realize how important this is to you..."
 - *"You just wish there were other options..."*
 - *"You are devastated that this happened to you."*



Open-ended Questions

- Considered the gold standard of communication by the Institute of Medicine
- Are the foundation of effective assessment and are related to diagnostic accuracy, in both the behavioral health and the medical field
- A core techniques of skilled interpersonal interactions, and a building block for empathic connection
- Show curiosity, convey an interest in what others think or feel, and can make a patient (or our kids, partner, friends....) feel less guarded since they are less likely to perceive the conversation to be bound by a rigid agenda
- An invitation for others to share what's on their mind, allowing us to see things from their point of view and catch a glimpse of their beliefs, values, and strengths
- Research demonstrates a higher ratio of open-ended questions is related to diagnostic accuracy



Open-Ended Question Starters

- *"Tell me more about..."*
- *"How did you decide..."*
- *"What are your thoughts about..."*
- *"How do you feel when..."*



Active Listening



It's Not About the Nail

Discussion Guide: 15 minutes, rejoin no later than 12:55 pm

- How many of you can easily relate this video to your work with patients?
- Who wants to describe what was depicted in the video?
 - Woman doesn't seem ready to discuss the obvious solution
 - Wants to be heard
 - Emphasizes that we must first seek to understand before we can solve
 - Man just wanted to fix and had no desire to connect or listen
 - Even though the man wasn't particularly good at making the connection it still worked
- Describe an experience with a patient [staff member] where you felt like the man in this video. Perhaps you felt the solution was obvious, maybe even easy and you were frustrated or confused as to why the patient would not discuss or act upon the obvious solution.
- Can you see how simply connecting and seeking to understand is important. And if we are on the phone, isn't this more important?



Generous Listening



Generous Listening

Discussion Guide: Take 10 minutes and rejoin at 1:15 pm

- Think of the last few telephone interactions with patients this week or last. Imagine asking one of these patients the question “You know you have been through a lot, what is important now?”
 - Tell us about one of your patients (no PI) and imagine for us what the answer would be to this question. How can you work with the answer given – what do you do next? [Ask group to help out if volunteer pauses]
- Dr. Remen suggests that when listening we don’t need to be assessing what is wrong and how to fix it, ***rather to simply learn what is true for the other person to receive it and respect it.***
 - Do you think it is challenging to initiate an assessment or outreach call without trying to assess what is wrong?
 - Can you see how this listening skill can improve patient-directed care?
 - How do you think generous listening can positively impact your work?
 - How does time and performance pressure impact generous listening?
- Dr. Remen shares, “In this safe interaction something can happen that is larger than before.” As applied to your own work, what do you imagine this could be?



Generous Listening

SUPERVISOR Discussion Guide: Take 10 minutes and rejoin at 1:15 pm

- Dr. Remen suggests that when listening we don't need to be assessing what is wrong and how to fix it, *rather to simply learn what is true for the other person to receive it and respect it.*
 - How do you think generous listening can positively impact your work?
 - How does time and performance pressure impact generous listening?
- Dr. Remen shares, "In this safe interaction something can happen that is larger than before." As applied to your own work, what do you imagine this could be?



Closed and Narrow Questions

- Closed questions only allow for “yes” and “no”, and narrow questions restrict the possible answers to one word or subject



Reframing

- Here are some examples of closed and narrow questions that tend to lead to one- word or otherwise restricted answers:
 - X "Did you have a good day?"
 - X "Do you get along with your mom?"
 - X "Are you taking your medication?"
 - X "How often are you taking your medications?"
 - X "When did you meet her?"
- Now, consider these closed questions:
 - X "What classes are you taking in school?"
 - X "Do you think you're ready now, or do you want to wait?"
 - X "Is your medication working?"
- We can observe how much more empathetic the same questions sound when framed as open questions:
 - ✓ "Tell me more about your classes."
 - ✓ "How do you feel about going now?"
 - ✓ "What are your thoughts about how the medications are working?"



Empathic Responses Example: Food Insecurity Screening

What the Staff Communicates to the Patient	What the Patient Hears	Improved, Empathetic Communication	What the Patient Now Hears
<i>"You are Food Insecure"</i>	What does that mean? It sounds bad, like I did something wrong	"I'm seeing so many people that are having a hard time affording food"	<ul style="list-style-type: none"> ▪ A lot of people are struggling too ▪ I am not alone
<i>"Looks like you need food resources"</i>	I failed. It's just me.	"Most of my patients have used these services at one point or another and have found them to be very helpful"	<ul style="list-style-type: none"> ▪ I am not alone ▪ This does not define me ▪ It is not bad/ weak to get help
<i>"I'll have your doctor talk to you about that, I am not sure"</i>	This is just me. They don't care about my needs They are just getting rid of me	"Thank you for sharing that information with me, I'd like to share this information with Dr. X who has helped a lot of our patients with this. Is that ok with you?"	<ul style="list-style-type: none"> ▪ I am not alone ▪ They really care about me ▪ I am going to get the help I need
<p><i>"We have to do this screening"</i></p> <p><i>"I have to ask you a few questions"</i></p>	This is something they need to do for their job They don't really care about me This screening is not good, it doesn't matter, these questions are unimportant	"We ask all of our patients about food access because it's such an important part of managing your health."	<ul style="list-style-type: none"> ▪ These questions are important and related to my health

